

New

Ministry

Assisted Living and Social Services**Describe: Basic Job Details****Position**

Position ID

Position Name (200 character maximum)

Branch Administrator

Requested Class

Administrative Support 5

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant**Organizational Structure**

Division, Branch/Unit

Housing Division, Housing Operations Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Executive Director

Supervisor's Current Class

Executive Manager 1**Design: Identify Job Duties and Value****Job Purpose and Organizational Context**

Why the job exists:

A community-based delivery model is used for the provision of housing programs, initiatives, and services to a wide variety of Albertans in need of housing solutions. The Housing division works with over 300 housing providers (municipalities, 83 housing management bodies, and non-profit and private sector organizations) to provide stable and sustainable lower-cost housing for Albertans in need, including support for existing and new housing options for over 121,000 low-income families, individuals, seniors, and people with special needs.

Reporting to the Executive Director, this position provides senior administration support services to facilitate the effective operation of the Housing Operations branch. The Branch Administrator coordinates information flow for the Executive Director's office and the branch by liaising extensively with the offices of the Assistant Deputy Minister (ADM) and senior representatives of other Ministry's, government and stakeholder organizations and managing the Executive Director's calendar. The Branch Administrator is the primary link to emerging issues and activities in the Branch and ensures situational awareness and information with Branch leadership and staff.

This position coordinates the provision of timely responses to correspondence, action and briefing requests, and other operational inquiries, as well as providing financial, grant, contract, human resources, and records administration

services essential to branch operations. In addition, the Branch Administrator has the lead role in developing and implementing automated workflow processes that will transform the management of day-to-day operations and records within the branch.

This position is also relied on to provide leadership and guidance to other administrative support positions in the branch to ensure administrative services are delivered in a coordinated and consistent manner. The position will also perform a very of functions that provide support to the Provincial Housing programs. Reporting to the Executive Director, this position functions within applicable legislation, business plans, policies, guidelines, and standards.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. Administrative services are provided to support the effective and efficient operation of the Executive Director's office including overseeing information flow to ensure issues are addressed in a timely and coordinated manner.

Activities:

- Coordinates Executive Director's calendar, including scheduling appointments and coordinating arrangements for travel, meetings, and other events.
 - Maintains bring-forward system and prepares meeting folders for the Executive Director.
 - Reviews, assesses, and tracks correspondence directed to and from the Executive Director, identifying and bringing urgent and important concerns and issues to the Executive Director's attention.
 - Forwards correspondence to appropriate area of the branch for information, draft replies, and/or comments, tracks status of replies and actions to be taken.
 - Compiles and researches information and drafts correspondence for the signature of the Executive Director on own initiative or according to general instructions.
 - Coordinates action request processes for the branch to ensure high quality and timely responses; gathers information and researches background material prior to forwarding requests to appropriate branch staff members for draft responses; tracks and monitors status of responses and briefings using the Action Request Tracking System (ARTS); and reviews and edits responses prior to Executive Director approval.
 - Responds to enquiries from clients and stakeholders, providing information or taking action as appropriate.
 - Prepares agendas, gathers background information, assembles and distributes materials for meetings, presentations, and other functions, ensuring relevant information is compiled and organized effectively.
 - Prepares reports, presentations, and other documents using appropriate business productivity software.
2. Administration and office management services are provided to support effective and efficient branch operations in accordance with division, Ministry, and government administrative policies and procedures.

Activities:

- Develops, implements, maintains, and evaluates administrative systems and processes to support branch business needs and enhance operational efficiencies, including leading the development and implementation of automated workflow processes that will transform the management of branch records and day-to-day operations.
- Identifies administrative issues with potential to impact branch operations and works with appropriate representatives to resolve issues.
- Supports development of and administers branch budget plan by monitoring and analyzing cash flow and expenditure reports to identify cost pressures, variances, surpluses, and deficits; prepares forecasts and status /variance reports with accompanying explanations; and highlights concerns for attention of Executive Director.
- Compiles accruals and prepares contractual obligations list for upcoming fiscal year in preparation for annual budget allocation process and forecast.
- Reviews, processes, codes, and tracks invoices for payment, including acquiring Expenditure Officer signatures, responding to inquiries regarding invoice issues, and preparing transfer vouchers.

- Reviews and reconciles expense claims for branch staff members.
 - Verifies and reconciles transactions for procurement card holders, including coding transactions, running reports, and obtaining Expenditure Officer signatures and on-line approvals.
 - Administers branch contracts and associated payment schedules, maintaining records and monitoring processes to ensure accurate and efficient processing of payments.
 - Administers branch human resource requirements relating to staffing action requests, job descriptions, recruitment activities, training and development requests, and performance reviews.
 - Tracks and processes timesheets for branch staff members: prepares absence summary reports; and liaises with Pay and Benefits representatives as required.
 - Administers accommodation, information technology, and office equipment requirements for the branch.
 - Maintains supply inventory for the branch, monitoring inventory to determine requirements, liaising with suppliers and vendors to purchase supplies, and maintaining inventory records.
 - Leads the digitization of branch records as well as maintaining and continually enhancing branch records management systems, ensuring requirements are fulfilled, file listings are current, and records disposition services are performed in accordance with guidelines and schedules.
 - Organizes branch information and background material for efficient access by implementing and maintaining data bases, shared drives, and other software programs.
 - Serves as branch contact and liaison with the division and Ministry service areas, including providing branch representatives with information and guidance relating to administrative and operational matters.
3. Administrative staff members within the branch are provided with leadership and guidance to support delivery of coordinated operations and outcomes.

Activities:

- Provides leadership, advice and training to administrative support staff within the branch in relation to administrative policies, directives, processes, and procedures; provides coaching, mentoring, and orientation, including guidance for new workflow processes and decision-making, problem solving, and conflict resolution.
- Leads and coordinates meetings with branch administrative support staff to provide information, ensure consistency of administrative operations, and coordinate requests and assignments originating from the offices of the Executive Director and ADM.

4. The Executive Director is supported in achieving the branch and division mandate and goals.

Activities:

- Provides Executive Director with recommendations relating to Issues, opportunities, and challenges associated with administrative operation of the Executive Director's office and the branch.
- Performs supporting activities for the Provincial Housing Programs such as working on Ministerial Orders, Operational Reviews, and stakeholder budgets.
- Contributes to planning and organization of client and stakeholder meetings and events (e.g., coordinating schedules and facilities, arranging for technical and audio-visual supports, distributing and collecting materials).
- Coordinates administrative projects, including preparing proposals and timelines, implementing project plans. acquiring administrative and other resources, and coordinating and monitoring activities.
- Participates in committees and teams at division and/or Ministry levels, representing branch administrative and operational perspectives and requirements and providing Input to plans and decisions as appropriate.
- Establishes and maintains effective communication and working relationships with Ministry and government representatives and stakeholders to answer enquiries. coordinate activities, and exchange information.

Problem Solving

Typical problems solved:

The Branch Administrator provides senior administrative services to facilitate the efficient and effective operation of the Executive Director's office and the branch. In addition to coordinating the delivery of administration services for the branch, this position contributes significantly to branch program delivery by providing information coordination services and developing and implementing automated workflow processes and digitized records systems that will transform day-to-day operations. Branch representatives are involved in complex initiatives and services with diverse partners and stakeholders, resulting in significant challenges for this position in terms of coordinating information and workflow, responding to inquiries, and liaising with internal and external representatives.

The Branch Administrator requires a thorough understanding of branch operations, workflow, and priorities, as well as government, Ministry, and division policies, guidelines, and procedures for action requests, briefing notes, budget and financial administration, records management, and other administrative functions. This position must also have a strong understanding of relationships with partners and stakeholders to respond to inquiries, coordinate meetings, resolve administrative issues, and provide guidance to other administrative positions within the branch.

Types of guidance available for problem solving:

The Branch Administrator demonstrates initiative, creativity, and judgment by developing and implementing administrative processes that improve branch operations and enhance support provided to clients, partners and stakeholders. This position must be able to develop automated administrative, tracking, and information retrieval systems and interpret administrative guidelines in relation to unusual or complex situations. The Branch Administrator is relied on to forecast branch expenditures, coordinate preparation of briefings and action requests, prioritize issues and workload, and interact positively with internal and external partners and stakeholders, with work often performed under the pressure of multiple deadlines and tight time frames.

This position works within the parameters of established division, Ministry, and government administrative policies, processes, and procedures. The Executive Director provides general objectives and direction. With the Branch Administrator having considerable latitude to determine priorities on a day-to-day basis including the provision of leadership to other administrative positions in the branch. Decisions and recommendations made by this position directly impact the effectiveness and efficiency of branch operations and program delivery.

The Executive Director is consulted for direction and expected results for major projects and in relation to unique or highly unusual circumstances. Decisions outside established policies, processes, and guidelines or without clear precedent are discussed with the Executive Director or members of the ADM's office as appropriate, as are recommendations for major changes to administrative systems and processes with potential to affect operations beyond the branch.

Direct or indirect impacts of decisions:

Key Relationships

Major stakeholders and purpose of interactions:

The Branch Administrator has ongoing contact with:

- branch representatives to exchange information, develop and implement automated workflow and other administration and operational processes, resolve issues, collaborate, and provide support
- Office of the ADM and other branches within the division and department to coordinate schedules, exchange and prepare information, provide branch input to budgets, forecasts, program implementation, and coordinate responses to action requests and other issues offices of the division, Ministry, and stakeholder representatives to coordinate schedules and meetings, respond to inquiries, exchange information and take appropriate actions
- Ministry representatives (e.g., Human Resources, Finance) to clarify and discuss administrative policies and procedures, exchange information, resolve issues, and respond to inquiries
- vendors and suppliers to research options, exchange information, order supplies and equipment, resolve issues, and process invoices

Required Education, Experience and Technical Competencies

Education Level Certificate (1 year)	Focus/Major Public Administration	2nd Major/Minor if applicable	Designation
--	---	-------------------------------	-------------

If other, specify:

--

Job-specific experience, technical competencies, certification and/or training:

- three years of related experience providing administrative support
- Strong skills in Microsoft Office Suite (Outlook, Word, Excel, Powerpoint) is required.
- Experience with Sharepoint, ARTS and 1GX is an asset.
- Basic knowledge of government/political processes, and financial processes is also an asset.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Takes a long-term view towards organization's objectives and how to achieve them: <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Collaborates across functional areas and proactively addresses conflict: <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Engages the community and resources at hand to address issues: <ul style="list-style-type: none"> • Engages perspective to 	

		seek root causes <ul style="list-style-type: none"> • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Leverages relationships to build input and perspective: <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name	Date yyyy-mm-dd	Employee Signature
Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature
Director / Executive Director Name	Date yyyy-mm-dd	Director / Executive Director Signature
ADM Name	Date yyyy-mm-dd	ADM Signature
DM Name	Date yyyy-mm-dd	DM Signature