

Update

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

AEMA Issues Manager

Current Class

Manager (Zone 2)

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

AEMA Managing Directors Office

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Deputy Managing Director/ADM

Supervisor's Current Class

Executive Manager 2

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2025-02-18

Responsibilities Added:

The role is responsible for leading Issues Management supporting the Deputy Managing Director of AEMA and the Executive Director led portfolios. The scope of work continues to be AEMA-wide. The Issues Manager has the authority to act independently on internal issues or more straightforward issues for which there is a precedent has also increased.

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The AEMA Issues Manager works directly with the Deputy Managing Director and in close collaboration with the Executive Director led portfolios that report to the Deputy Managing Director, along with the AEMA executive team as a whole including the Issues Manager supporting the Managing Director (Senior Assistant Deputy Minister) to provide leadership, coordination and guidance to enable effective identification, assessment, and resolution of ongoing and emerging issues.

The Issues Manager is primarily responsible for:

- Determining the nature and priority of issues, researching and coordinating the assembly of supporting information, and recommending/taking appropriate action to ensure issues are dealt with in a timely, accurate, and coordinated manner.
- Working with the program areas within AEMA under the Deputy Managing Director (Provincial Operations, Strategic Systems and Support and Specialized Provincial Operations & Communications), and in collaboration with the Managing Director's program areas (Recovery Branch, Emerging Strategic Priorities, AEMA Finance, the Managing Director's Issues Manager), the Ministry, the Government of Alberta and partner agencies and stakeholders to ensure that the Deputy Managing Director is fully informed and prepared to address ongoing and emergent events.
- Management of information flow within AEMA in support of Agency, Ministry and Government of Alberta goals and objectives.
- Supervision of the ARTS process within the Agency in collaboration with the Executive Assistants, Managing Director's Issues Manager, Ministerial Correspondence Unit, Deputy Minister's Office, Minister's Office and Premier's Office.
- In the event of a significant emergency, the Manager functions as an alternate for the Executive Advisor - Emerging Strategic Priorities to the Managing Director, ensuring that Cross-Government of Alberta Emerging Incident Reporting is completed.

Within the parameters of the position, the Issues Manager has the autonomy to determine response development, time-frame, content and prioritization to ensure Deputy Managing Director is fully supported and informed.

Within established policies and frameworks, this position sets goals and objectives, develops plans, and creates processes to manage delivery of issues and strategic information coordination and alignment for the Deputy Managing Director, his team and AEMA. This position leads the work of the Issues Management, managing interactions and consultations with staff throughout the AEMA and the Ministry to provide advice, exchange information and identify and responds to issues pertaining to AEMA programs and initiatives in alignment with government direction.

The AEMA Issues Manager has a critical role in ensuring the AEMA is effectively positioned to respond to current and emerging issues, including those pertaining to cross ministry initiatives in which the AEMA has a leadership role. This position ensures senior and executive management are provided with appropriate and comprehensive information and advice to participate on cross-ministry initiative steering committees and working groups and contribute to associated plans and decisions.

The Issues Manager is relied on to proactively address more straight-forward issues, or to provide well-researched, balanced and substantiated information and recommendations to senior and executive AEMA leaders to contribute to the management of emerging issues. The consultation and advice given can significantly affect the decisions of senior and executive management. The scope of work for this position ranges from full project responsibility and issue resolution to technical input towards a response. Ultimately, these decisions have potential for considerable impact on public safety stakeholders.

Other leadership skills include:

- Strategic thinking and planning skills, including ability to develop, synthesize, articulate, and interpret a broad range of relevant information and data obtained from varied sources.
- Interpersonal skills, including demonstrated ability to establish and maintain effective working relationships with diverse groups and differing viewpoints including Government and Ministry representatives, and AEMA staff.
- Professional judgment and decision-making skills along with conceptual and critical/creative/forward thinking skills to deal appropriately with sensitive issues and to address issues requiring immediate attention, in support of the Managing Director, Deputy Managing Director, Executive Directors, AEMA leadership, the Premier's, Minister's, Deputy Minister's Offices and Communications and Public Engagement.
- Research and analytical skills, including critical thinking to identify gaps, unanticipated outcomes and adverse consequences, a keen attention to details, to find innovative solutions in unusual to difficult circumstances.
- Ability to function effectively within a team environment, while also demonstrating independent and personal initiatives as required.

- Ability to adjust approach and demeanor reflexively depending upon the nature of the audience as this position can interact with Premier's Office, Minister's Office, senior GoA leadership, municipal leadership and the general public.
- Project and time management skills to lead and contribute to working groups and committee, manage projects, and manage multiple and tight timelines.
- Consultation skills to provide a broad range of policy-related advice, often for politically sensitive and complex issues that is relied on extensively by senior AEMA and Ministry staff.
- Facilitation skills, including the ability to lead and influence staff, and stakeholder during the resolution of sensitive.
- Team supervision and leadership skills - while this position does not formally supervise staff, the principles of effective supervision, relationship building and collaboration are critical for this position.

Responsibilities

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

Issues and Program Management - issues that impact the Government of Alberta and/or AEMA are identified, assessed and addressed with solutions that are responsive to its needs and forward thinking, and compatible with current Government, Ministry, and AEMA policies.

- Develop and implement consistent processes and standards, for identifying, prioritizing and responding to emerging issues.
- Manage the monitoring, identification, research and analysis of current trends and a wide variety of information to determine emerging issues.
- Gather business intelligence as a conduit to prepare the Deputy Managing Director, Executive Directors and/or team members to communicate strategically to external stakeholders, inter-provincial colleagues and representatives of other department and agencies.
- Develop electronic and physical repositories for documents relating to the AEMA strategic direction, program information, issues etc. to ensure availability of consistent and aligned sources of information and ensure they are maintained.
- Lead the issues response with in the AEMA through senior management consultation and coordination with Communications and Public Engagement.
- Proactively resolve issues in conjunction with senior management before they reach a level requiring the Deputy Managing Director's intervention, or to resolve issues when the Deputy Managing Director or Executive Directors are not available.
- Work closely with Managing Director's Issues Manager, Ministerial Correspondence Unit, the Deputy Minister's Office and other branches of PSES to ensure consistency in approach and comprehensive solutions to issues.

Correspondence Management - The Premier, Minister, and senior and executive Agency leaders communicate effectively with clients and stakeholders through accurate, thoughtful and consistent messages when responding to inquiries and making presentations.

- In close collaboration with Executive Assistant and Executive Directors manage the response preparation on behalf of the Deputy Managing Director for all correspondence, Action Requests and Briefing Notes, and prepare responses as needed.
- Lead and supervise the AEMA ARTS process in collaboration with the Executive Assistants, Managing Director's Issues Manager and Ministerial Correspondence Unit ensuring timely completion of ARs, quality of review/editing and informal leadership of the team.
- Review the information provided in all responses to ensure it correctly reflects current legislation, policies and procedures; conveys appropriate tone and subtleties; and meets the requirements of correspondents.

- Ensure that completed packages have been reviewed by or received input from other areas of the Ministry, Communications and Public Engagement and/or the Public Service Commission as required.
- Managing processes to facilitate timely information flow between the Deputy Managing Director's office, the branches of the AEMA, Managing Director's office, Deputy Minister's office and the Minister's office, ensuring correspondence is routed appropriately and responses are prepared accurately and in a timely manner.
- Act as a resource and sounding board for AEMA staff regarding protocol, content and process.
- Position and align significant and complex written documents to ensure consistent communication of key messages and maintain compliance with relevant division and government strategic directions.
- Lead the research and writing of speeches and presentations that effectively communicate desired messages about the role and vision of the AEMA while ensuring these speeches and presentations are appropriate for both audiences and occasions.

Organizational Performance Management - AEMA senior and executive management are provided with support in the development, implementation and, management of strategic decisions and major initiatives to achieve business goals and priorities.

- Sharing information related to meeting AEMA, external client and stakeholder requirements for timely and current information, as well as cross -government, and /or external working groups and committees.
- Manage the coordination of senior managers meeting by setting agendas; bring forward appropriate issues and following up on action items.
- Track and monitor AEMA projects and initiatives, and contribute to the resolution of barriers to progress.
- Provide assistance and advice to executive management regarding organization development activities, such as organizational structure changes, human resource planning, knowledge management, succession planning.
- Provide consolidated updates and status reports across ongoing Agency projects and initiatives to ensure consistent issues reporting and management, staff aces and training.

External Leadership and Relationship Building - External initiatives requiring the AEMA collaboration and contribution are effectively managed, coordinated and communicated.

- Manage the monitoring, identification and analysis of inter-provincial activities and trends, preparing briefings that clearly articulate trends, related issues and implications, and recommend responses or actions as appropriate.
- Coordinate the AEMA's contributions to external initiatives and monitor ongoing progress.
- Accompany or represent the AEMA Deputy Managing Director at meetings and engagements, to provide reactions and perspectives, summarize views of participants, and suggest strategies to resolve issues and problems and following-up on identified tasks.
- Build effective working relationships with key individuals across the Government of Alberta and in partner agencies to facilitate effective and timely problem solving and issues management. Strong ability to collaborate with diverse individuals at all levels of seniority within government and stakeholder groups is required.
- Research and prepare Alberta's input with respect to external initiatives on behalf of the Deputy Managing Director and/or Executive Directors.

Emergencies and Disasters:

- In the event of a significant emergency or disaster event, the Issues Manager may act for the Executive Advisor to ensure cross Government of Alberta Emerging Incident Reporting is completed. This includes, but is not limited to, liaison and coordination with Premier's Office (Chief of Staff, Issues Manager, Communications and Public Engagement, Press Secretary & Executive Protection Unit), Executive Council, Minister's Office (Chief of Staff & Issues Team), Deputy Minister Office (DM, Director of Executive Operations, Director of Strategic Initiatives, Ministerial Correspondence Unit, Communications and Public Engagement Team), other Ministries, Chief Medical

Officer of Health, Municipal and First Nations leadership, Non-Government Organizations and other stakeholders.

- It also includes the Government of Canada - Prime Minister's Office, Minister's Offices, Department of National Defence, Canadian Armed Forces, Royal Canadian Mounted Police, other federal partners and international partners.
- The overall environment is highly fluid in times of emergency/disaster and the Issues Manager is required to maintain situational awareness of all facets of Agency operations, work with information sources to ensure timely and accurate information flow to enable the Deputy Managing Director and the AEMA Managing Director to manage events and accurately brief the Premier, Cabinet, Minister, Deputy Minister, Municipal/First Nations leadership and the media as the case may be.

Problem Solving

Typical problems solved:

AEMA issues and operations are diverse, complex, politically sensitive and during disaster events, extremely time sensitive. The Issues Manager is expected to maintain a broad view of AEMA's strategic priorities to ensure issues and responses are aligned with relevant priorities and government direction. This position is expected to inform the Deputy Managing Director and AEMA senior leadership of major issues requiring attention and resolution along with associated recommendations for resolution. The nature of the challenges ranges from day-to-day routine internal coordination to emergent issues from the Deputy Minister's or Minister's Office that require an immediate response. Each challenge requires a potentially different set of staff or other stakeholders to be involved. Even during a disaster event, most routine functions are still expected to be completed but timelines may be adjusted/negotiated depending on organizational capacity.

Some problems and solutions have competing interests and priorities. Problem solving requires balancing multiple objectives and input from various sources, often within a short time frame. Much of this information is highly confidential and requires high level of tact and diplomacy. Problems are solved by thinking holistically about who to involve, links to other issues, available precedent, impacts to the AEMA or department or government, timelines and budget requirements. Decisions made by the senior and executive leaders to respond to issues or to queries are influenced by the recommendations put forward by the incumbent.

The Issues Manager must have the ability to identify and manage multiple priorities simultaneously, and manage a range of issues of varying scale, degree and urgency. Resolution of issues must be engaged in a manner that maintains positive working relationships within AEMA and between the AEMA, the Deputy Minister's Office, and the Minister's Office, and/or external stakeholders. This position must be able to provide guidance and advice in a timely, comprehensive, and readily understandable manner. Excellent analytical, assessment, and problem-solving skills, along with considerable attention to detail, are required to synthesize information and arrive at sound conclusions and advice. The Deputy Managing Director, Executive Director, as well as existing policies and processes, consultation with others, and available precedents also provide guidance for problem solving.

Types of guidance available for problem solving:

The Issues Manager must understand precedents, organizational history, recent developments and guidance along with emerging trends to properly respond to information requests. The Issues Manager must be able to rely on a network of professional contacts within AEMA (leadership team, management and team members), the Deputy Minister's Office, Ministerial Correspondence Unit, Communications and Public Engagement, other ministry staff and external stakeholders. The Issues Manager must develop an intuitive understanding of how specific issues and problems need to be addressed within the overall framework of available information time and resources.

Direct or indirect impacts of decisions:

The work of this position directly impacts the identification, prioritization and response to a wide array of AEMA current and emerging issues. The Issues Manager has the authority to resolve the more straightforward issues independently under broad direction provided by the Deputy Managing Director. The incumbent also provides strategic support and advice to the senior and executive leadership of the AEMA to inform their decision making. The Issues Manager is responsible for results that affect the entire AEMA on a regular basis, (e.g. briefings and correspondence, monitoring key projects, providing advice and keeping leaders current on relevant issues). Through effective communications with the AEMA unit leaders and staff, the position impacts alignment and integration of AEMA priorities.

This position ensures the content of documents, correspondence, and advice is sound and consistent with AEMA, ministry and Government of Alberta requirements and the AEMA priorities. Decisions made based on briefings and recommendations have the potential for political, operational and fiscal consequences.

The Issues Manager has authority to make decisions to resolve straightforward issues on behalf of the AEMA based on knowledge of priorities, and determines who to involve for consultations on more significant issues. Decisions are also made about how to best execute projects that the Manager leads; decisions are made within the scope of department, and Government of Alberta policies, processes and standards. Due to short timings and emergent issues decisions are often made with incomplete information and are based on the incumbent's judgment within the current context of the AEMA.

Key Relationships

Major stakeholders and purpose of interactions:

Internal Stakeholders include:

Deputy Managing Director, Managing Director, Managing Director Issues Manager and Executive Team - Daily - Raise awareness to emerging issues; respond to queries; provide speeches and presentations etc.

Executive Directors - Daily - Provide updates on the status of specific issues and consolidated reports on AEMA engagement on multiple cross-ministry or inter-provincial projects; provide recommendations for prioritizing and responding to issues; review and recommend for approval responses for ARs.

Managing and Deputy Managing Director Office Team - Daily - Manage the daily operations of the team.

Other Unit Managers/Directors across AEMA - Daily - Lead coordinated research and response to queries and issues; coordinate and monitor engagement of AEMA resources across projects; provide advice and guidance on correspondence and issues management approaches and strategies; exchange information and collaborate on specific initiatives, projects, committees, and working group. Cooperation, collaboration and teamwork with staff throughout the Ministry are emphasized to ensure that effects outcomes are achieved.

Ministerial Correspondence Unit/Deputy Minister Office (Director of Executive Operations, Director of Strategic Initiatives, Scheduler and ARTS Coordinator) - As needed - Collaborate on the development and timely delivery of comprehensive and concise briefing packages, including Minister's responses, program advice, Ministerial Order and Legislation packages.

Ministry Corporate Services (e.g., Communications and Public Engagement, Human Resources, Legal Services) - As needed - Consult on issues to inform the AEMAs preparation of responses; consult on issues related to management of the team.

External Stakeholders include:

MLA Offices, Stakeholder groups, the public, representatives of other departments and agencies - As needed - Obtain and provide information; coordinate engagement and inputs to issue responses.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Other		

If other, specify:

Public Administration, Business Management, Emergency Management

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

- Post-secondary education demonstrating the ability to analyze issues critically when preparing briefing material and to perform necessary research.
- Good working knowledge of government structures, initiatives and protocols, at the provincial and federal levels, is required to identify potential impacts on divisional activities.
- Knowledge of the AEMA structures for appropriate routing of requests and knowing where to go for needed support.
- Awareness of and sensitive to change at the political level that may impact decisions at the AEMA level. A comprehensive understanding of AEMA programs, especially when reviewing documents for accuracy. Knowledge of the government budget and contract processes
- Thorough understanding of principles and processes associated with policy development.
- In-depth knowledge of the Ministry and Government of Alberta policies, programs and processes, such as decision making and approval processes, AR processes and standards, Human Resource processes etc.
- Excellent knowledge of English language and structure and rules for drafting or reviewing briefing material or correspondence for the Deputy Managing Director, Managing Director, Deputy Minister or Ministers signature.
- Skills in plain language document preparation, understanding for readability requirements, and awareness of alternate documents formats.
- Working Knowledge of software tools used to carry out responsibilities (i.e. Microsoft Office, Excel, PowerPoint, and Internet applications) and relevant Ministry and AEMA administrative/computing systems.
- Previous supervisory experience along with team management principles and approaches to effectively lead Issues

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		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	<p>Disaster events present challenges for existing systems to respond effectively - creative thinking, analyzing the problem to find the root cause while avoiding/ minimizing unwanted outcomes. Skills are applicable during an event but also prior to and after.</p>
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	<p>Requests for information, comprehensive briefings, updates on existing problems occur regularly. This position is required to maintain awareness of all major and ongoing issues and be able to pivot rapidly from one task to another.</p>
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <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 	<p>This position needs to have an intuitive understanding of how the Government of Alberta and partner agencies function to identify the appropriate area(s) responsible along with secondary area(s) and opportunities for creative problem solving.</p>
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes and delegates responsibility for</p>	<p>This position is responsible for</p>

		<p>outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<p>maintaining awareness of all ongoing initiatives - both the Deputy Managing Director portfolio but also within AEMA as a whole and the Ministry to ensure that all projects are delivered on time, to the standard required and with all appropriate reviews completed.</p>
Develop Networks	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Makes working with a wide range of parties an imperative:</p> <ul style="list-style-type: none"> • Creates impactful relationships with the right people • Ensures needs of varying groups are represented <ul style="list-style-type: none"> • Goes beyond to meet stakeholder needs • Ensures all needs are heard and understood 	<p>To be successful, the incumbent needs to have an intuitive understanding of the functions of AEMA, how the agency functions in routine operations and emergencies and the capability and capacity of the rest of the Government of Alberta, federal, local authority and key stakeholders. Knowing who the key stakeholders are, and the ability to reach out to them to solve problems quickly and efficiently is critical.</p>
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes 	<p>In the heat of the moment it is easy to forget that there are real individuals on the other end of communications. The ability to communicate effectively, in a manner that strengthens relationships is critical. In particular, when a disaster event occurs, the recipient of a phone call or email needs to act on that information - knowing full well that it means a great deal of work for them. Building relationships in advance of a disaster event, and quickly during an event is a fundamental requirement of this position.</p>

Benchmarks

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

There are two Issues Managers in AEMA for the Senior Assistant Deputy Minister and the Assistant Deputy Minister. This position is more comparable to a typical Issues Manager and/or the Issues Managers within Forestry and Parks (in particular Wildfire Management Branch) where they would have comparable emergency/routine operations position requirements.

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