

## Update

Ministry

### Describe: Basic Job Details

**Position**

Position ID

Position Name (30 characters)

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

**Employee**

Employee Name (or Vacant)

**Organizational Structure**

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

### Design: Identify Job Duties and Value

**Job Purpose and Organizational Context**

Why the job exists:

The Executive Support to the Assistant Deputy Minister (ADM) provides senior administrative support services to the office of the ADM, to help maintain the information and workflow within the ADM's office. As the first point of contact to the ADM's office, the executive support represents the office in communicating with staff from the offices of the Deputy Minister, other executive offices/divisions, Executive Directors and staff within the Division, as well as senior/executive level external stakeholders such as other government departments, federal/provincial/territorial offices and private sector stakeholders.

The Executive Support provides comprehensive administrative support to the ADM Office by: researching information and composing correspondence for the ADM's signature; maintaining the calendar and scheduling appointments; making travel arrangements for the ADM; researching and preparing background material for ADM's meetings; and responding directly to day-to-day administrative inquiries on behalf of the ADM. The position acts as a resource to other administrative support staff within the division by providing advice and assistance and is the primary contact on administrative processes, policies, procedures and best practices, and is responsible for ensuring consistency of standards. At the request of the ADM, the position may carry out routine administrative projects.

This fast paced and complex working environment requires the incumbent to have strong interpersonal skills and demands that the incumbent be highly organized, and have the ability to exercise good judgment and to prioritize tasks. The incumbent is required to handle sensitive situations and deal with highly confidential information in a timely, tactful and diplomatic manner. The incumbent must have a reasonable level of understanding of activities occurring in the

## Responsibilities

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

The Executive Support assists in facilitating the ADM's daily activities and administrative functions required to fulfill the division's mandate. This includes sharing/disseminating instructions and information to the branches regarding division/branch administrative initiatives, and appropriate follow-up ensuring adherence to correct procedures in the review and approval processes required to complete tasks/assignments in a timely and efficient manner.

### Maintains ADM Calendar and Schedule

- Prioritizes and coordinates activities related to the ADM's schedule. While maintaining the ADM's calendar, the incumbent screens meeting requests to understand the purpose and urgency of the meeting and redirects requests where appropriate.
- Schedules meetings as requested by the ADM and/or the Manager, Divisional Coordination & Issues Management.
- Resolves ADM meeting conflicts and potential issues.
- Discusses meeting material/information needs and initiates/follows up on the preparation of briefing materials, presentations, speaking notes etc., where required.
- Coordinates and prepares meeting packages for ADM, ensuring related background material is available. Ensures meeting packages are provided to the ADM in a timely manner.
- Coordinates seminar/conference registrations, makes travel arrangements for ADM and prepares necessary pre-approval documents.
- Supports ADM planning by flagging calendar with due dates, pertinent DM meetings, desk time, etc.

### Coordinates Information / Action Requests within the Division

- Initiates, assigns, monitors and tracks action request responses ensuring due dates are met.
- Negotiates due dates with CMU and PSC office.
- Reviews correspondence prepared by divisional staff for accuracy, grammar and proper format.
- Ensures all ADM edits are completed as requested.
- Provides guidance and direction to divisional staff on procedures and correspondence guidelines.
- Responds to tracking system questions and provides training to staff within the division as required.
- Coordinates/responds to various information/reporting requests on behalf of the ADMO.
- May include coordination of FOIP request activities such as searching for responsive records, coordinating review of response packages, and facilitating ADM review and approval of release packages.

### Monitors ADMO budget and coordinates ADM Expenditure Officer approvals

- Prepares necessary procurement/travel/HR forms for approval of ADMO expenditures.
- Reviews invoices and approval forms from other branches for completeness, accuracy, financial codes and appropriate signatures prior to ADM approval.
- Reviews, codes and submits payments for ADMO procurements.
- Reviews monthly statements to monitor and reconcile spending in the ADMO budget.
- Participates in ADMO budget related activities e.g. tracking expenditures, forecasting expenses, etc.

### General Office Administration

- Provides advice on administrative matters and assists division staff as required.
- Develops/enhances administrative processes and procedures for the division to ensure consistency of standards.
- Acts as work-site contact for the ADMO - coordinates moves or accommodation requests, coordinates service requests (new software/hardware, shared directories requests, employee set-up, etc.).
- Communicates with ADMO staff regarding announcements on special events, building maintenance.
- Ensures an Acting is named when ADM is away.
- Performs Workplace Administrator function within 1GX as required for ADM.
- Creates/maintains records and information, including minutes and email distribution lists, as required by the Division/ADMO.
- Performs records management activities for the ADMO.

### Leadership and coordination of daily operations in the ADMO

- Provide guidance and advice to other support staff in the division with respect to departmental policies.
- Liaise with and provide direction to departmental staff regarding correspondence, work directives, and project assignments.
- As requested/required, provide information to departments and government personnel on related administrative procedures and policies.
- Identify administrative issues and develop proposed solutions.

- Ensure administrative processes, policies and practices are developed, executed and maintained in order to support the business needs of the ADMO.
- Coordinate the schedule, agenda and background material for divisional meetings.
- On request of the ADM, examine issues which may have an impact on the ADMO, and prepare background material to aid in decision making.

**Cover off to Manager, Divisional Coordination & Issues Management**

- In the absence of the ADMO Issues Manager - ensures correspondence, action requests, contracts, FOIP requests, tracking reports, etc. are reviewed for accuracy and completeness prior to ADM approval.
- Ensures staffing requests and Human Resources issues continue to be dealt with on a priority basis.

**Provide cover-off in Public Service Commissioner's office as requested.**

**Problem Solving**

Typical problems solved:

Works independently to resolve scheduling conflicts and administrative matters.

Types of guidance available for problem solving:

Seeks guidance from the ADM about scheduling priorities if necessary, and from the ADMO Issues Manager on administrative matters if necessary.

Direct or indirect impacts of decisions:

This position manages the day-to-day activities of the Assistant Deputy Minister's office, including coordinating administration and financial requirements, and taking a leadership role in the coordination of administrative functions for the division. In addition to requiring an in-depth understanding of the division's operations, this position requires an excellent understanding of the department's mandate and relationships with key stakeholders to coordinate the ADM's schedule. The responsibilities of this position have division-wide impact as well as the efficiency and effectiveness of the department's Executive operations in that this position ensures the timely, consistent, and effective delivery of information and assignments to and from the ADM's office. This position is expected to apply creativity, initiative, and originality to all responsibilities. Excellent judgment and respect for confidentiality of information is critical, given that decisions and recommendations impact directly on the operation of the ADM's office and define many of the processes used in the division. The ADM sets general objectives for the position, with work typically delegated verbally or in writing by the ADM, and on occasion by the Minister's or Public Service Commissioner's offices. This position has considerable latitude to determine areas of focus and priorities, and can exercise complete initiative and authority to act for assigned responsibilities.

Position provides a wide range of complex support to the ADM, Manager, Divisional Coordination & Issues Management, and others in the division. This position is also responsible for identifying issues and developing and/or implementing administrative procedures or business processes that will streamline work-flow. This has a direct impact to the branches within the division. The incumbent works with a great deal of independence in establishing administrative processes and in managing the ADM's busy calendar.

The incumbent must be agile and anticipate, assess and readily adapt to changing priorities, maintain resilience in time of uncertainty and effectively work in a changing environment. The incumbent must show initiative to anticipate the ADM's requirements. Uses judgment and knowledge of the divisions and/or department issues, priorities and relationships to respond to meeting requests or refer requests to senior division staff to handle.

Position acts as the first point of contact for the ADM's office in most cases, and therefore requires very strong communication, organizational and interpersonal skills. A high level of diplomacy, adaptability and flexibility is also required. Ability to develop and maintain effective working relationships with a wide variety of individuals. Good working knowledge of division/department/branch is essential, as well as policies, the GoA organization, accountabilities and key contacts. A strong understanding of the formal and informal organizational structure is a must. Position must possess a significant degree of ingenuity, creativity and initiative. Frequently performs duties under tight time-lines.

**Key Relationships**

Major stakeholders and purpose of interactions:

Position works closely with executive and administrative staff from the ADM office's and Public Service Commissioner's office, as well as with other departments. Contact is primarily for the purpose of information exchange, with some responsibility for influencing the performance of other administrative support staff in the Division through leading by example. Through accountabilities of the ADM's position, may be in contact with administrative staff of DM Executive Council as well as DM or ADM offices across government.

This position interacts daily with the Deputy Minister's office, division executives, as well as a wide range of individuals, both in and outside of the division, providing information on a wide variety of issues and the coordination of efforts. This position is a point of contact across the division.

**Required Education, Experience and Technical Competencies**

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma			

If other, specify:

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

Position requires a High School Diploma plus two years of related experience, or equivalent as described below:

Equivalency: Directly related education or experience considered on the basis of:

- One year of education for one year of experience
- One year of experience for one year of education.

Position requires considerable working knowledge of government systems and processes, department and/or divisional legislation, policies and processes, and general office policies and procedures.

Requires strong working knowledge of office software and databases.

Requires a good understanding of HR policies and processes as this position is typically assigned the role of HCM Workplace Administrator.

Requires diplomacy and excellent knowledge of political sensitivities and the diverse interests of diverse stakeholders.

Requires knowledge of government budget practices and financial policies, legislation governing Freedom of Information and Privacy (FOIP), records management policies and practices, and procurement policies and practices.

Requires excellent written and oral communication skills to respond to action requests, including excellent grammar and spelling skills to prepare and edit correspondence, and respond to stakeholder inquiries.

Requires well developed interpersonal skills and the ability to build relationships with internal and external stakeholders.

Ability to respond to changing priorities and time-lines as well as handle multiple tasks

Sound judgement to determine and identify priority issues to bring forward to ADM for immediate attention.

Discretion in responding directly to the Deputy Minister's office and/or Minister's office regarding information requests, including those of a confidential nature. This often requires the ability to secure and verify information from within the organization, often under time constraints. The responses can take verbal or written form.

**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		

Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	<p>Ability to anticipate, assess and readily adapt to changing situations and issues, remain objective under pressure by making well-thought through decisions when there are competing and ambiguous priorities.</p>
Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	<p>Asks questions to get a deeper understanding of issues, engage different perspectives, break problems down into manageable components, constructively challenge the way things have always been done, and create strategic solutions for challenges.</p>
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	<p>Set and accomplish goals and priorities, factor in complexity of issues and align plans based on government direction, remove barriers to collaboration, provide informed advice.</p>

**Benchmarks**

List 1-2 potential comparable Government of Alberta: