

Ministry

Infrastructure

Describe: Basic Job Details

Position Name (30 characters)

Team Lead - Financial Services

Class

Program Services 4

Supervisory Level

01 - Yes Supervisory

Organizational Structure

Division, Branch/Unit

Properties Division, Realty Services

Supervisor's Position Name (30 characters)

Director, Business Services

Job Purpose and Organizational Context

Why the job exists:

The Team Lead, Financial Services is responsible for the effective and efficient management of financial and business operations for the Business Services unit. This position directs and coordinates a multi-functional team of financial supervisors, operations officers, and lease analyst's who provide reporting, analysis, reconciliation, forecasting and administration for the Branch. The financial and business transactional activities require standardized processes and procedures with a focus on business analytics and innovation using a data driven approach to streamline and maximize

efficiencies for the Branch.

Reporting to the Director of Business Services, the Team Lead performs work in accordance with relevant legislation, policies, guidelines, standards, and procedures.

Responsibilities

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

1. Financial Operations:
 - Oversees all financial transaction services on behalf of Leasing and Acquisitions, Development and Sales (ADS) units in accordance with Department policies, procedures, and contractual terms/conditions.
 - This includes overseeing operations with respect to payable/receivable lease contracts, lease payments and operational expenditures and co-ordinates special payment requirements and resolve problems/issues with Finance or Service Alberta.
 - Liases with Landlords, Leasing, and Property Management Branch regarding operating cost statements and compliance review.
 - Acts as Expenditure Officer to approve receivables/payables and reconciliation payments in accordance with Ministry financial and administrative guidelines.
 - Maintains oversight of aged receivables and payables listings in collaboration with Finance.
 - Tracks and forecasts branch budget, including operating, capital, and tenant allowances through engagement with branch senior management.
 - Coordinates ongoing annual, quarterly, and adhoc reporting requirements.
 - Writing of briefings for senior/executive management simplifying complex information into concise and solution focused recommendations.
2. Modernization of Financial Operations:
 - Formalizes business services operations through knowledge of business and documenting of processes and procedures for all key financial functions.
 - Establishes processes and develops tools to support financial operations.
 - Continuously reviews business operations to modernize processes to reduce redundancies, streamline and consolidate information, and maximize efficiency across the Branch.
 - Identifies continuous improvement initiatives and leads in moving projects from conception to completion with a focus on data driven approach.
 - Modernizes filing/records digitization and workflow of projects across the Branch.
 - Collaborates across Division to improve access to information, consolidation of information, and reporting.
 - Knowledge of systems (IGX, Livelink (open text), Nintex, Sharepoint, Contract Management System, iCAPS, BLIMS, ARTS) and how to modernize into future ERP solutions.
3. Human Resources:
 - Leads the financial operations team including staff performance, development, and recruitment. This includes leadership and coaching, learning and development, addressing workload/resource constraints, and performance management.
 - Facilitates resolution of issues or conflicts pertaining to business functions with both internal and external stakeholders.
 - Develops succession plans for the unit.

Problem Solving

Typical problems solved:

The position must understand complex relationships and facilitate decision-making processes involving Ministry and government representatives and stakeholders; with occasionally conflicting perspectives, requirements, and priorities. Sound professional judgment is required given the politically sensitive nature of information dealt with. Challenges faced require well developed and demonstrated analytical, reasoning, evaluation, and problem solving skills. Significant interpretative and critical thinking is required, along with the ability to facilitate decision-making processes involving senior and executive representatives, subject matter experts, and stakeholders.

The team lead works closely with the Business Administration Officers for Leasing and ADS units reporting to the

Director, Business Services to ensure that essential financial activities of the Realty Services Branch are managed and maintained. The position has daily contact with Senior Management as well as technical staff to ensure financial processes are followed in accordance with Departmental policies and procedures. Failure to meet these obligations accurately, efficiently and within a timely manner could result in delays of both financial obligations and legal implications.

The incumbent will have considerable contact with other units and Branches within Properties and operates with a great degree of independence, allowing for professional judgment and problem solving.

Types of guidance available for problem solving:

This position works within the parameters of established statutes, policies, directives, guidelines, and business plans. The Director is available to clarify broad goals, objectives, and priorities and provide consultation and guidance. Within these parameters, the incumbent is delegated considerable authority to determine approaches to responsibilities.

This position needs to work well and collaboratively in a fast-paced environment that requires flexibility, adaptability and diplomacy; strong organizational, communication and interpersonal skills; effective time management skills; ability to work well under pressure; and the ability to effectively establish priorities.

This position requires the ability to develop technical knowledge of IT systems as they relate to the Branch requirements, a working understanding of financial transactions and the accounting life-cycle (including budgeting), and the ability to write senior management and executive briefings.

Direct or indirect impacts of decisions:

Long-term direction and key priorities for the Realty Services branch are determined by senior Ministry and government officials; with relevant legislation, regulations, and policies providing broad parameters for operations. As a member of the Business Services, this position coordinates work across the Branch with respect to financial operations, budget, operating plans, business plans, etc. The work carried out is complex, politically sensitive, and affected significantly by decisions and priorities established within the Alberta Government and Ministry business plans.

The Team Lead will have independence to plan, organize, and manage work associated with the financial and business responsibilities of the branch. This position is directly accountable to ensure that all financial responsibilities associated with Leasing and ADS are appropriately approved and meet the terms of contractual agreements.

Decisions and actions of this position have a direct impact on staff, landlords and tenants and have a potential for considerable financial, business and political risk.

Key Relationships

Major stakeholders and purpose of interactions:

Internal:

Directors (RSB and Finance) - Exchanges information daily/weekly; reports on budget and forecast status, discusses issues related to staffing, process improvement, performance measures etc.

Leasing Managers, ADS Managers, Planning Managers, Financial Managers (RSB, AMB, Finance) - Exchange information daily, compiles/distributes reports for budget and forecast updates. Also discusses issues related to staffing, process improvement, performance measures etc.

Facilities Managers (PMB) - Exchanges information daily/weekly on specific work done in leased buildings; in order to verify costs to lease budget. Provides approval for extraordinary costs that affect the branch budget.

Leasing and ADS Administrative staff; provides leadership, guidance, and supervision; reviews assignments; manages performance; facilitate collaboration; resolves issues.

Executive Management, Properties - Provides information and reporting for strategic budget and financial decision making, as required.

External:

Landlords - Exchanges information and contact with private sector staff to ensure overall lease compliance; specific to operating costs and legal obligations of related lease clauses.

Tenants - Monitors and exchanges information specific to Aged Accounts Receivable; to ensure accuracy of lease reporting and collections on behalf of the Leasing Area.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Business	Business	Other

If other, specify:

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

Prior experience (at least three years) in lease management, financial management and business operations, including experience in financial analyses, forecasting and variance reporting. Demonstrated supervisory experience is required.

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Observes and understands larger impact of role: <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders 	Understands how work contributes to Branch and Department goals, and impacts the work of others. Considers emerging trends and diverse branch needs when developing resources.
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works in a changing environment and takes initiative to change: <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	Proactively seeks advice and support when priorities change to shift priorities to meet changing demands. Takes advantage of opportunities to improve how work is completed to improve service and business supports.
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works to exceed goals and partner with others to achieve objectives:	Employee will work with the team to meet deadlines and provide

		<ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	options to improve efficiencies in work processes.
Develop Networks	○ ● ○ ○ ○	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	Builds relationships by following through on commitments and demonstrating integrity and respect for others. Focuses on requests from internal and external stakeholders to provide timely information.
Build Collaborative Environments	○ ● ○ ○ ○	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	Employee will liaise between business units to ensure business goals are fulfilled.