

[Guide](#) [Benchmarks](#) [Competencies](#)**New**

Ministry

Describe: Basic Job Details**Position**

Position Number

Working Title (30 characters)

Requested Class

Job Focus

Supervisory Level

Business Unit

Dept ID

Program Code

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position Number

Supervisor's Working Title (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value**Job Purpose and Organizational Context**

Why the job exists:

The French Language Services Branch provides support to the Minister, the ministry, four Francophone regional authorities (which oversee 43 schools) through translation services and field services. Field Services promotes continuous improvement and system effectiveness with regional authorities, monitors for compliance on accountability/assurance requirements, and facilitates efforts in areas for improvement. The Branch provides supports with issues management and problem solving at the regional authority level. Collectively, these teams provide a strategic focus and cohesive approach to implementation of education-related legislation, regulations, policies, programs, and initiatives, while understanding local context and priorities within and across Francophone regional authorities. The branch strives to ensure that francophone education is equitable and supports the rights and access to a francophone education for French first language students, French immersion students, and French second language students (core French).

The Field Services Manager is the department's lead to provide the governance and operations parameters to an assigned set of provincial Francophone authority superintendents (CEOs) and education directors to align the policies, operations and practices Kindergarten to Grade 12 education with provincial legislation, regulation, and policy. The Field Services Manager promotes innovation and system effectiveness; monitors and provides direction to Francophone authorities for compliance on planning, reporting and accountability/assurance requirements, and is accountable for ensuring compliance. This leadership role strengthens connections between ministry priorities and provincial Francophone education authority work in the service of students across the province of Alberta.

The Field Services Manager leads the proactive identification of issues and works closely with provincial Francophone authority superintendents (CEOs) and education directors to solve issues early-on so that they don't escalate and negatively impact the education system, local communities, families, or students.

The Manager collaborates with other Field Services Managers to ensure that public, separate, Francophone, charter and independent school authorities and schools meet requirements related to improving assurance for student success. Liaison and collaboration with other department teams, (e.g., Curriculum, Policy and Legislation teams) facilitate integrated responses to queries and issues. Collectively, this work contributes to a well governed education system across Alberta.

As part of the branch management team, the Manager participates in the planning and reporting for the branch and its collaboration with other internal and external stakeholders. The Manager leads Field Services Unit operations to achieve results in an effective and productive manner and to foster a collaborative, environment with all stakeholders. The Manager works collaboratively with leaders across the branch and division to advance the goals and priorities of the division. Travel within the province of Alberta is required for meetings with Francophone authority leaders and stakeholders (the Field).

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities ([sample policy research job](#)):

Oversight and monitoring of provincial Francophone education authorities to ensure their effective management and operations so that students succeed in learning.

- Collaborate with several department areas (e.g. Policy and Planning, System Assurance, Curriculum) to develop annual regional authority planning and reporting requirements based on the School Act.
- Lead the annual evaluation and approval of Francophone regional authority 3-Year Education Plans and Annual Education Results Reports.
- Manage strategies to facilitate adherence to ministry requirements (e.g., working with regional staff, providing advice and policy interpretation, establishing improvement plans).
- Lead additional monitoring and implementation of increasing consequences with recommendations to the Director, Executive Director, Assistant Deputy Minister, Deputy Minister, and Minister as required. Recommended consequences can include recommending that the Minister cancel the accreditation of a regional authority or that a school board be removed. The Field Services Manager can be called upon to assume the superintendent role within a regional authority on a temporary basis.
- Recommend and initiate improvements for provincial Francophone regional authority services to students.

Issues and queries are identified and address to sustain alignment between ministry and Francophone authority policies and practices.

- Lead the integrated identification and response to issues management that impact francophone authorities and related stakeholders.
- Handles highly confidential information and is relied on to exercise sound judgment when providing information to Ministry staff, stakeholders and the public.
- Provide leadership and guidance in the interpretation and implementation of education-related legislation, regulations and policies and ministry programs.
- Collaborate with other department areas to support communication with provincial education authorities and stakeholder organizations on topics such as the roll out of system-wide initiatives.
- Lead the provision of advisory services
- Guide Francophone authorities in understanding and applying provincial governance framework.

System intelligence is consolidated and shared to keep senior department officials and the Minister apprised of current and emerging opportunities and issues in the field.

- Foster capacity building for the delivery of services to Francophone regional authorities and stakeholders within the province is supported and continually enhanced.
- Prepare and refine policy and decision-making advice that includes Action Requests and briefings to senior department officials and the Minister:
- Review and recommend changes to provincial policy, funding regulations, and standards documents issued by Field Services and other department areas
- Seek and share opportunities for innovation and improvement within the department and in the field

- Represent Francophone perspectives across the department to encourage a collaborative approach across the province for Field Services.

Strong partnerships and relationships are sustained to advance integrated path forward for Ministry and all Francophone regional authorities.

- Develop and ensure effective processes for communication and decision-making.
- Liaise and update authorities and stakeholders on relevant Government perspectives and opportunities of mutual interest.
- Maintain mutually trusted relationships across Francophone regional authorities and with related stakeholders.
- Promote strategies to enhance coordination and collaboration across Francophone authorities and between related stakeholder organization to support robust and vibrant Francophone education and culture in Alberta.
- Maintain strong working relationships with other department units on topics related to Field Services.

The team achieves its business goals in alignment with unit and branch priorities within a positive team environment.

- Develop and implement operations plans in alignment with branch plans and department priorities.
- Provide direction, guidance, and mentorship to ensure the team's effective service delivery.
- Provide the team with the tools and supports that enables them to effectively deliver their objectives.
- Ensure rigor in all team activities and alignment with ministry and GOA frameworks.
- Foster a culture of holistic and strategic thinking about team functions and how they impact current and future department priorities and operations.
- Account for team financial and human resources
- Review and approve various reports and responses (e.g., Action Requests, Briefing Notes, Memorandum to Cabinet, Engagement and Consultation Analysis Recommendations) prior to submission to the Director's Office.

The branch is positioned to achieve goals in line with ministry and government priorities and stakeholder needs.

- Inform and advise the Director on emergent issues and execute resolution strategies.
- Provide advice and recommendations to the department leaders to inform their decision-making and to shape responses.
- Participate in branch planning and reporting.
- Open and maintain pathways for collaboration, information sharing, and integrated reporting.
- Represent the branch and/or ministry perspectives on working groups and committees.
- Serve as acting Director as needed.

Problem Solving

Typical problems solved:

- This team is often the first point of contact in the department and providing sound and reasoned advice to leaders (superintendents and education directors) in one or more of the Francophone regional authorities. Topics can range from approval of 3-year plans to significant local issue or crisis (e.g., school lock down, teacher misconduct or a natural disaster). Specific issues can vary across regions, and any solutions must balance local needs with consistent support across authorities and compliance to existing legislation and policy. The Manager plays a key role in triaging and coordinating linked supports from across the department to respond to issues and address emergent situations.
- Identifying win-win approaches and solutions when regional authority/community beliefs don't align with provincial legislation, regulation or policy. The Manager assesses risk and engages the Director as needed to mitigate escalation to the Minister.
- Providing program expertise for litigation and Human Rights complaints on educational matters.
- Managing non-compliance by provincial education authorities of directives from department - and being accountable for provincial education authority compliance; in escalated situation, the Field Services Manager could be called upon to assume the Superintendent role within a regional authority on a temporary basis.
- Supporting the Minister, ministry colleagues and superintendents in resolving conflicts between interest groups and education authorities through mediation, negotiation and consensus building that often have diverse, deeply held and opposing beliefs, perspectives, and priorities.

Types of guidance available for problem solving:

The Field Services Manager works within a broad framework of legislation, policies, business, and operational plans to achieve results. Manager must be able to build consensus amongst stakeholders, manage expectations, focus the team's work and seek alliances to move the work forward. Actualizing change is often achieved by negotiating and influencing others in the face of competing interests. Sometimes, the Manager must be able to challenge the status quo and traditional methods to reveal novel solutions. The Director conveys expected outcomes and broad direction and is available to guide complex problem-solving or escalate issues; however, the Manager has scope to determine how to achieve these expectations and to manage team resources accordingly.

The Manager relies on developing and maintaining relationships based on trust, integrity, shared understanding of the operations of a school within a regional authority. Guidance is provided through the transfer of knowledge from the *Education Act*, Guide to Education, funding manual for regional authorities, Draft Standards for Educational Services Agreements, and other related policies, regulations, and legislation.

Direct or indirect impacts of decisions:

Externally, the work of this position impacts:

- Assurance that the ministry and Francophone education authorities have a shared understanding of system priorities and annual operations, and that there is effective collaboration and support provided to meeting common goals as outlined in the Alberta Education Business Plan.
- The provision of expert advice, direction and oversight for Francophone authorities on a broad range of complex leadership and societal challenges faced by superintendents (CEOs) in leading and managing organizations serving thousands of students.
- Achievement of Alberta's commitment to language rights and provision of substantive equivalencies to support Francophone education, and linguistic culture

Internally, the work of this position impacts:

- the synthesis and interpretation of education-related trends at the local and provincial levels to inform policy directions and decision-making. The department and Minister rely on this position to have significant and in-depth knowledge of education authorities. The Field Services Manager is relied upon to assess and determine if approaches or initiatives are practical and practicable in the field. The Field Services Manager serves as the primary point of contact in the department when business areas from across the department or Government of Alberta have an issue or require advice related to a Francophone education authority.
- Coordinated an integrated responses to queries and issues raised by the Francophone authorities or stakeholders
- Consistency in the implementation of Field Services to support all regional authorities.
- the operational direction and results achieved by the Field Services unit.
- Branch and plans as a part of the branch leadership team.
- Linkages and collaborations across the department and with other departments on topics related to Francophone education and the vitality of culture in Alberta.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Director and Executive Director - Provide advice on or respond to issues; provide updates; raise awareness to strategic opportunities and threats of significance to engage executive ministry attention; support the Directors work on broader branch initiatives that connect to the unit
- Unit staff - Lead unit planning and operations; provide direction and coaching to support operations and professional development; foster collaboration, knowledge exchange; work with staff to resolve complex issues and support adaptation through transformation and change
- Directors (other divisions or in other ministries) - Quarterback the resolution of issues and queries; advocate for and share information about Francophone perspectives and issues; collaborate and inform Field Services strategic priorities and plans; collaborate on common initiatives.

- Offices of the Assistant Deputy Minister, Deputy Minister, and the Minister - Respond to queries related to branch functions; provide briefings (verbal / written); advice and coordination of specific stakeholder engagements and related information

External

- Francophone authority leaders (Superintendents/CEOs) across the province - Develop effective networks and collaborative working relationships; increase awareness, understanding and support for provincial priorities and initiatives; provide oversight and monitoring; encourage innovation and cooperation; influence problem solving for win-win resolution.
- Alberta Advisory Council on the Francophonie (liaison between the GOA and francophones to represent their needs) - maintain strong working relationships; represent Government perspectives.
- Representatives of provincial stakeholder organizations (e.g., CASS, ASBA, FCSFA, FPFA) - Increase awareness, understanding and support for provincial priorities and initiatives; partner on projects; solicit and integrate feedback for improvement.
- Parents and public within the designated area of the province - Increase awareness and understanding of respective provincial and regional authority responsibilities, and of provincial legislation, regulation and policy. E.g., responding to parent inquiries to the Minister's Office on a broad range of topics, including parental disagreements with local school and/or regional authority.

Required Education, Experience and Technical Competencies

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

If other, specify:

Any related field.

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

- Bachelor's Degree (4 year); focus/major on Education and/or Master's Degree are an asset.
- Fully bilingual.
- Comprehensive knowledge of the framework for overall operations of the Kindergarten to Grade 12 education system, including the management of numerous regional authorities and schools.
- Knowledge of an ability to apply relevant provincial legislation and regulations, (e.g., *Education Act* and *Regulations*; *Public Inquiries Act*; *Teaching Profession Act*; *Freedom of Information and Protection of Privacy Act*; *Government Accountability Act*; *Local Authorities Act*); policies (e.g., *Reviews by the Minister*, *Teacher Supervision and Growth Policy*, *Alberta Program of Studies*; *Guide to Education*; *Inclusive Education Policy Framework*; *Funding for School Authorities Manual*); and *Agreements* (e.g., *Canada-Alberta Agreement for Minority- Language Education and Second-Language Instruction*).
- Understanding of and ability to apply Section 23 of the Canadian Charter of Rights and Freedoms, which guides government ministries in enhancing services in French and supports the vitality of the Francophonie in Alberta.
- Interpersonal skills including ability to build relationships and networks, achieve consensus and influence others.
- Facilitation and mediation building skills in complex and conflicting circumstances involving multiple people or organizations.
- knowledge and skill in applying research and enterprise level performance measurement and evaluation frameworks.
- Exceptional communication skills and application of different strategies to work with different audiences.
- Strong project management skills and experience, including demonstrated ability to manage a multitude of varied internal and external projects with broad scopes and numerous deliverables.
- Political acumen and sensitivity to read and navigate sensitive situations.
- Knowledge of strategic and business planning processes.
- Knowledge of principles and approaches related to human and financial resource management.

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"/>	<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>Identifies the need for Francophone opportunities that comply with government legislation and requirements and align with direction and priorities of Francophone authorities. Develops an idea from a conceptual stage, through to implementation, to translate concepts and objectives into a clear and meaningful program structure.</p>
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • 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 	<p>Works across the department and with other departments to align resources and efforts related to issues management; proactively engages stakeholders to resolve issues to mitigate their escalation; reframes situations to facilitate positive change in the face of resistance.</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>Develops operational plans that align with broader department and government priorities to focus the team efforts on key goals; fosters teamwork toward innovation, collaboration, and responsiveness to evolving department priorities and stakeholder needs</p>

<p>Build Collaborative Environments</p>	<p>○ ○ ● ○ ○</p>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <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 	<p>Seeks and builds networks for effective collaboration and utilization of resources across the department; utilizes strong issues management and project management skills; utilize a wide range of management skills to translate strategic plans into action and manage the processes to ensure strategic goals are met; promotes collaboration and positive relationships within and across groups and builds commitment to reach desired results.</p>
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