

## 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****Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

**Job Purpose and Organizational Context**

Why the job exists:

The Modernization, IMT and Research branch within SSII, provides digital process modernization, strategic IT planning, and project management services to Justice, with research and data analytics as a cornerstone of design and structure. This team coordinates project management, change management and technology planning efforts for the Justice ministry, enabling the ongoing transformation and renewal of legacy records management systems and paper processes.

Reporting to the Director of Service Innovation and Digitization (SID), the Manager Project Management Office (PMO) is responsible for the portfolio management of Justice Digital, a multi-year investment by government to deliver transformational initiatives to ensure an effective and timely justice system that is flexible and responsive to the evolving needs of users. This position requires strong leadership and supervision of a team.

To achieve this the Manager, SID PMO is primarily responsible for:

- The day to day operation of Portfolio Management Office, including the assignment and monitoring of work to project coordinators and business analysts that support the Justice Digital initiatives.
- Lead the development of, and oversee the maintenance of, effective program reporting, including financial reporting, risk and benefit registers, and product performance.
- Develop and support the execution of program change management and communication strategies.
- Ensures portfolio management strategies align with and support the Government of Alberta's Digital Design and Delivery, while recognizing the unique environment that includes Judicial independence.

## Responsibilities

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

### 1. Portfolio Management Oversight

#### Outcomes:

- **Effective Resource Allocation:** Ensure task and project assignments are well suited to the skills of project coordinators and business analysts. Focus on high quality and accurate outputs particularly in secretariat related assignments, communications, and reporting.
- **Timely Delivery:** Maintain a clear overview of all active projects, including Justice Digital products ensuring they are progressing and are implemented within existing expectations.
- **Improved Operational Efficiency:** Streamline operations within the PMO, reducing administrative overhead and improving project flow across the team.
- **Effective Team Leadership:** Support direct reports through application of Government of Alberta performance management requirements. Encourage skill and professional development through cross-functional collaboration within the branch, the Justice Digital portfolio and role specific training.

### 2. Program Reporting and Performance Tracking

#### Outcomes:

- **Transparency and Accountability:** Establish clear and regular reporting mechanisms that allow stakeholders to track the financial health, risks, and benefits of the program, ensuring accountability for project outcomes.
- **Informed Decision-Making:** Enable senior leadership and stakeholders to make informed decisions based on accurate, up-to-date program data, reducing the likelihood of costly surprises or misaligned strategies.
- **Consistent Monitoring of Performance:** Maintain an ongoing view of product and program

performance, which allows for early identification of potential issues and areas for improvement.

- **Clear Reporting Standards:** Develop and enforce standardized reporting practices that improve clarity and consistency in communicating project progress and financial data across the portfolio.

### 3. Change Management and Communication Strategy

#### Outcomes:

- **Smooth Transition During Changes:** Facilitate a seamless integration of changes into the Justice Digital initiatives, minimizing disruptions or delays during periods of transition or change.
- **Stakeholder Buy-In:** Ensure stakeholders at all levels are engaged and supportive of changes by effectively communicating the need for and benefits of changes, resulting in fewer objections and smoother adoption.
- **Clear, Timely Communication:** Maintain consistent and transparent communication strategies that help all teams understand their role in the transition, reducing confusion and maintaining momentum.
- **Reduced Resistance to Change:** Implement strategies that foster a positive organizational attitude toward change, resulting in lower levels of resistance from internal teams and stakeholders.

### 4. Alignment with Government Digital Standards

#### Outcomes:

- **Compliance with Standards:** Ensure that all projects in the Justice Digital portfolio meet the Government of Alberta's Digital Design and Delivery standards, enhancing the quality and consistency of the deliverables.
- **Minimized Regulatory Risks:** Aligning projects with the necessary government frameworks reduces the likelihood of non-compliance or regulatory issues that could delay or derail initiatives.
- **Standardized Practices Across Initiatives:** Ensure consistent application of the government's digital standards across all projects, driving efficiency and reducing the potential for error or inconsistency.
- **Adaptation to Unique Requirements:** Maintain the flexibility to adapt the standard practices to the unique environment of independent courts, ensuring that projects are still able to address these specific needs.

### 5. Risk Management

#### Outcomes:

- **Proactive Risk Mitigation:** Identify potential risks early and put in place mitigation plans, reducing the likelihood of negative impacts on the project's timeline, budget, or quality.
- **Increased Risk Awareness:** Ensure that all team members and stakeholders are aware of key risks and have a clear understanding of their role in managing or mitigating them.
- **Timely Issue Resolution:** Address emerging issues quickly by having predefined risk management strategies in place, reducing the impact of unforeseen challenges.
- **Increased Project Stability:** By proactively managing risks, help ensure that projects proceed smoothly, with fewer disruptions and more predictable outcomes.

### 6. Stakeholder Engagement

#### Outcomes:

- **Stronger Relationships with Key Stakeholders:** Foster trust and collaboration with key stakeholders,

improving communication and creating a more collaborative working environment.

- Clear Expectations Across Teams: Ensure all stakeholders are aligned on project objectives and timelines, reducing misunderstandings and improving project execution.
- Better Support for Initiatives: By maintaining strong engagement, garner more support and buy-in from senior leadership and external partners, facilitating smoother project approvals and resourcing.
- Early Detection of Issues: Regular engagement with stakeholders allows for the early identification of potential roadblocks or concerns, enabling faster resolution before they impact project delivery.

## Problem Solving

Typical problems solved:

- The Manager of the PMO is required to demonstrate a high level of analytical and creative thinking within a general frame of reference. For example, the incumbent must understand digital delivery standards and planning requirements of the Ministry and manage the development of effective processes that support the Ministry's goals.
- Situations are generally unstructured and require creative approaches to everyday and complex challenges. For example, the manager must frequently modify approaches to meet changing needs and requirements. While Justice Digital is entering a level of maturity, with a new style of technology implementation, there are not many models to follow for effective reporting and communication to build and maintain trust with the Courts. It is imperative that this position maintain accurate records to support a cohesive relationship with stakeholders and monitor outstanding issues.
- The manager is responsible for developing work plans that integrate systems initiatives with other related project activities such as legislative changes, negotiations with partners and stakeholders, communication plans etc.
- The incumbent is required to develop relationships with internal and external stakeholders to form long-term collaborative, and consultative relations that will support initiatives and/or long-term goals.
- Challenges to this position can be complex, due to the diversity of stakeholders involved, tight timelines, and potential sensitivities. Product and project teams consist of a variety of internal and external stakeholders (for example, Technology and Innovation, Alberta Law Society, the Courts, contracted resources etc.) The manager must engage subject matter experts to work together towards program goals and outcomes. Facilitation and negotiation skills are required when divergent opinions, attitudes, and approaches exist. For example, conflicting viewpoints relating to agile product development, the digital service delivery process and how to report on activities within the Justice Digital program. In an environment where digital transformation, product management and agile development concepts clash with traditional project management and government financial practices, solutions must be innovative, creative, fiscally responsible, and acceptable to stakeholders.

Types of guidance available for problem solving:

The Manager PMO works under the guidance of the Director of Service Innovation and Digitization, within a collaborative environment and with employees and contractors with deep subject matter expertise. While the role is expected to exercise independence and sound judgment, guidance is provided by the Director and Executive Director to support execution of the duties of this role. Complex problem solving is required in this role, thinking of the larger system through all decision making.

Direct or indirect impacts of decisions:

This position has a direct impact on the overall Justice Digital program. As such, the work of the Manager and the PMO is far-reaching and has an impact on the day to day functions of the Justice Digital program governance and Product teams within the program, and by extension impacts the entire organization, its clients, the judiciary, and stakeholders.

## Key Relationships

Major stakeholders and purpose of interactions:

### Internal:

#### Director of Service Innovation and Digitization (daily)

- Provides support as required.
- Aligns daily work with Justice Digital and Justice strategic goals.
- Prepare documents, presentations, updates, reports, recommendations, and participate in their delivery for review and approval, respond to specific queries.

#### Executive Director, Modernization IMT and Research

- Prepare documents, presentations, updates, reports, recommendations, and participate in their delivery for review and approval.

Other Managers, Directors and Judicial administrative staff/Courts operations staff: provide information in response to queries, understand work processes to support change management needs, to provide information on various initiatives.

Direct reports and staff: Leadership and direction to the team in the provision of services to the Justice Digital Program.

Contracted Technology Vendors: Support and some direction to contractors.

Steering committees, project teams, product teams, and working groups. As required to support (materials preparation, minutes etc), participation for subject matter and professional expertise.

Cross GoA such as Service Alberta & Red Tape Reduction or Technology and Innovation: Collaborate to ensure requirements for standards, best practices and/or initiatives are understood to support Program alignment, adherence or participation as required. Works with Product Delivery lead to understand or collect information on product status, financial reporting.

Other Provinces or external agencies, such as the law society, to understand best practices, share information.

## Required Education, Experience and Technical Competencies

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

If other, specify:

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

A Diploma in commerce, business, public administration, economics, political science, statistics, technology with a Bachelors Degree preferred.

- Knowledge of Alberta's justice system, especially the court system and judicial needs and requirements, including the culture while respecting judicial independence.
- Experience managing complex issues leading/mentoring staff to achieve results, and the ability to apply a collaborative and integrated approach to achieve corporate goals.
- Designation as Project Management Professional (PMP) by the Project Management Institute (PMI)
- Experience leading project teams in a diverse and complex environment with professional staff.
- Procurement and contract management best practices and Government of Alberta requirements.
- Knowledge and experience with drafting briefing notes, and communicating with senior management, and other decision makers.
- Knowledge of performance measurement and information management.

- Understanding the court's environment, and challenges that the operational areas may be facing.
- Awareness and understanding of business requirements and identify data analytics trends.
- Awareness and understanding of the agile software development process, and the Technology and Innovations standard practices for service delivery. Including experience in product management.
- Knowledge of the functioning of government, public administration and public policy and legislative/regulatory development.
- Familiarity with financial operations, audit principles, human resource management, planning and reporting requirements and general administrative activities.

#### **Technical Skills/Specialized Knowledge:**

- Expertise in public sector project management related policies, standards, guidelines and the policy development process.
- Knowledge of legislation, regulations, policies and processes governing the operations of the Courts, the Division, the Ministry and the GOA vision, mission, goals and strategies.
- Strategic problem solving and decision-making skills that support innovation.
- Understand the complex business requirements of the Ministry, the judiciary, and other partnering ministries and divisions.
- Awareness of IMT application/systems development and service delivery, IMT strategy and governance, and data integration, information delivery and data quality.
- In-depth understanding to analyze user requirements and complete in-depth investigation and analysis of potential options to ensure all alternatives are identified, considered, and presented to clients and stakeholders.
- Knowledge about public administration, including the formalized decision-making structure and function of Government.
- Knowledge of tendering and procurement policies and procedures.
- Strong organizational and planning skills, and the ability to work within strict timelines to meet deadlines.
- Exceptional written and verbal communication skills to articulate messages to a broad and diverse audience.
- Effective negotiation skills.
- Risk assessment and mitigation skills.
- Superior research and analytical skills to critically analyse and interpret information.
- Experience working in an agile environment for product delivery.

#### **Human Relations Skills:**

- Have the ability to build effective teams that will act in a manner that supports the GoA vision and values of respect, integrity, accountability, and excellence.
- Have the skills to effectively use talents of everyone assigned to project tasks.
- Have a professional demeanour for dealing with senior and executive management, internal and external stakeholders, and clients.
- Possess the ability to effectively prepare and give presentations, and chair and/or participate collaboratively in meetings.
- Promote ideas so they are understood by a variety of audiences. Adapt presentation style based on the audience.
- Negotiate with executive and senior management and internal and external stakeholders to collaborate on a feasible solution.

#### **Essential Work Experience:**

- At least 5 years experience in management positions, preferably in a public sector environment.
- Experience applying strategic business theory, principles, and techniques, including project and operational planning, process mapping, organizational analysis, and risk and issue management.
- Experience leading and managing projects and project teams, from planning to execution and implementation.
- Proven ability manage change and achieve positive results.
- Demonstrated ability to motivate staff, through managing workloads, providing developmental and

secondment opportunities and clear communication.

## 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 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"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	<p>Success in this position will require the Manager to work in situations which are unstructured and complex requiring analytical work in reaching solutions. For instance, the Manager must ensure Justice Digital area have the appropriate information to support strategic plans that take into account diverse and often conflicting needs of program areas within the division and three Alberta Courts.</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 outcomes:</p> <ul style="list-style-type: none"> <li>• Uses variety of resources to monitor own performance standards</li> <li>• Acknowledges even indirect responsibility</li> <li>• Commits to what is good for Albertans even if not immediately accepted</li> <li>• Reaches goals consistent with APS direction</li> </ul>	<p>Success in this position will require the Manager to support stakeholders and service delivery partners that must work together to achieve the intended outcomes of Justice Digital. The Manager will need to undertake proactive planning and downstream issue identification and build a strong and cohesive team. Collaboration within the branch, with product manager and with partner organizations to support the delivery of business transformation and digitization priorities.</p>
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> <li>• Encourages broad thinking on projects, and works to eliminate barriers to progress</li> <li>• Facilitates</li> </ul>	<p>Success in this position will require the Manger to foster the adoption of a shared vision of success within a complex service delivery environment comprising of CJS, Judiciary, Service Alberta, the Digital</p>

		<p>communication and collaboration</p> <ul style="list-style-type: none"> <li>• Anticipates and reduces conflict at the outset</li> <li>• Credits others and gets talent recognized</li> <li>• Promotes collaboration and commitment</li> </ul>	<p>Delivery and Design Office, Court Technology Services, and contracted information technology vendors supporting the development of new services under Justice Digital.</p>
Agility	○ ○ ● ○ ○	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> <li>• Identifies alternative approaches and supports others to do the same</li> <li>• Proactively explains impact of changes</li> <li>• Anticipates and mitigates emotions of others</li> <li>• Anticipates obstacles and stays focused on goals</li> <li>• Makes decisions and takes action in uncertain situations and creates a backup plan</li> </ul>	<p>Success in this position will require the Manager to navigate a complex service delivery environment comprising of multiple partner organization each managing diverse and competing priorities when supporting the identification of business transformation opportunities. Proactive anticipation of roadblocks and future challenges, will guide identifying alternatives and options to overcome issues as they arise.</p>
Systems Thinking	○ ○ ● ○ ○	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	<p>This position is required to think about the overall system, and how the various systems link together. Working within the division, and with a high number of stakeholders, requires strong oversight of the ministry and the division.</p>
Develop Self and Others	○ ● ○ ○ ○	<p>Seeks out learning and knowledge-sharing opportunities:</p> <ul style="list-style-type: none"> <li>• Reflects on performance and identifies development opportunities</li> <li>• Takes initiative to stay current</li> <li>• Shares with the team even when not asked</li> </ul>	<p>This position holds a key leadership position within the organization, and is directly responsible for a team. Strong leadership skills that promotes the development of others, leveraging current skills to support successful outcomes.</p>



		• Actively coaches and mentors direct reports	
--	--	---	--

## 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