

## New

Ministry

Service Alberta and Red Tape Reduction

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Change Management Analyst

Requested 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 Consumer, Registry, and Strategic Services (CRSS) division of Service Alberta and Red Tape Reduction provides critical registry services to Albertan individuals and businesses. Registry services range from land registration services which are an enabler to the economy, motor vehicle services which enable the movement of people and goods, and corporate registry services which can be a deciding factor by out-of-province stakeholders when considering to incorporate in Alberta. The division has a mandate to modernize registry services to deliver efficiencies across these registry areas to ensure that Albertans needs are met and the economy continues to be stimulated. The Registries Evolution branch advances this mandate by leading enterprise-level transformational service design projects through the identification, planning, and implementation of opportunities to achieve modernized, innovative, and client-centric registries service delivery.

Reporting directly to the Manager, Change Management and Engagement of Registries Evolution, this position provides evidence-informed, strategic change management implementation work to the Manager, branch, and internal/external stakeholders to assist them in supporting Alberta's registries at all levels through modernization change, transition and workplace disruption.

The position develops, maintains and improves Organizational Change Management (OCM) methodologies, strategies, tools and templates, and develops presentations, communications & training materials to help support the Government's registries modernization efforts.

## Responsibilities

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

1) Build awareness, support and digital literacy across Registry teams and stakeholders through change management with focus on communications, stakeholder engagement, coaching and business readiness.

- Assess and understand stakeholder needs and concerns to develop customized change management approaches/strategies.
- Develop communications and stakeholder engagement strategies and approaches to support stakeholder awareness and adoption.
- Develop training, materials, and presentations for stakeholders/clients across Alberta's registries and other GoA ministries.
- Identify relevant resource materials to deliver effective engagement sessions and develop/update content as required.
- Participate in strategic sessions and team meetings to identify, plan, and prioritize opportunities to integrate best practices in related disciplines into everyday work.
- Manage logistics for engagement/training courses including the preparation of resource materials and speaking notes.
- Co-facilitate or lead formal and customized registries training sessions, courses, and leadership development sessions to ensure the effective operationalization and integration of new modernized services and processes across the organization.

2) Provide evidence-informed, strategic advice, development and execution to clients on priority projects to help support people at all levels through change and transition and to improve overall team effectiveness.

- Conduct project work, including hands-on work, developing, leading and evaluating efforts, mentoring, and providing advice and execution in all aspects of the Registries Modernization initiative and change management.
- Assist and/or lead project teams and clients (internal and external) regarding strategies and techniques that help build awareness, understanding and knowledge of change impacts among key stakeholders. This may include the development of communication, engagement and coaching plans.
- Support team with the development of meetings materials, documents and presentations for project and divisional clients, as required.
- Liaise with the department's communications unit and other partners to develop and publish a range of informational products such as interactive training videos, newsletter articles, and online multimedia content.

3) Support and strengthen the Registries Modernization Change Champion Community through ongoing engagement, preparation and maintenance of change champion resources, and actioning input from the community.

- Identify, implement and maintain content through a Change Champion Community online SharePoint portal.
- Lead and participate in the Change Champion Community meetings, providing attendees with relevant OCM information including methodology developments and listening to feedback so that potential follow-up work can be identified and implemented.
- Coordinate and maintain the library of OCM tools, templates, guidelines, etc. and support the Change Champion Community, through coordination and research, in the implementation of the Registries Modernization Change Management Strategy.

4) Perform research across the OCM spectrum to identify possible improvements and trends in OCM and participate in strategic sessions and team meetings to plan, identify, and prioritize tasks.

- Obtain and collect lessons learned data from similar OCM projects, analyze the data to identify opportunities for improvement, and present recommendations to the OCM team for approval as part of the continuous improvement process.
- Assist the Manager with the development, execution and evaluation of the Registries Modernization Change Management Strategy.
- Develop, analyze and provide recommendations related to emerging change management challenges and issues resulting from sub-projects and work in the Registries Modernization initiative.

## Problem Solving

Typical problems solved:

The position is expected to work with diverse internal and external partners and stakeholders, and also to work alone or with minimal supervision as required. Registries Modernization teams will be working on multiple projects at any time, and as such, may require multiple responsibilities on a project. For this reason, the position will be comfortable performing diverse work (e.g. research, facilitation, strategic communication/engagement planning, performance measures, developing training resources, etc.). They will also be required to prioritize their work, much of which will be deadline driven.

Creativity is also important as the incumbent will be expected to perform OCM research and data gathering, using the results to perform analysis and adapt the information to fit with the maturity and culture of the Ministry and promote new work methods, decision philosophies and modern approaches in keeping with agile and service design.

The Change Management Analyst contributes directly to the OCM decisions by providing expert analysis, innovative and creative thinking, and recommendations/options. The incumbent may also conduct complex analysis to make informed change management recommendations.

The Change Management Analyst must interact with multiple stakeholders from various professional backgrounds, both internal and external clients including operational staff, contract staff, executive management and sectors that intersect with Alberta's registries. Projects/initiatives vary in criticality and range from small to large scale projects that can span multiple years.

The Change Management Analyst also develops and delivers training, and actively coaches and mentors

cross-ministry representatives in applying OCM tools and techniques. This position is expected to demonstrate initiative, creativity and passion in their work. This position actively promotes the adoption of change management and engagement methodologies that often require changes to mindset and perspective in terms of how business is done and how Ministry staff work with one another.

Types of guidance available for problem solving:

The position is expected to consult with Branch management in the exercise of duties and in addressing issues that arise.

GoA organizational change management precedents and online change management reference material is available to support detail planning and content development.

The immediate supervisor provides direct guidance in the absence of standards, practices or procedures.

Direct or indirect impacts of decisions:

The role will impact multiple levels of stakeholders and their perception of Alberta's Registries and modernization efforts: employees, businesses, registries end-users and citizens. It will play a key role in ensuring all are ready, able and willing to adapt to modernized systems and processes when they are ready to be deployed.

**Key Relationships**

Major stakeholders and purpose of interactions:

Manager (daily)

- To discuss team and position priorities, and for guidance on tasks.

Registries Evolution Branch staff (daily)

- To advance work, discuss strategies and provide information important to other branch functions.

Digital Delivery and Innovation and Product Teams:(weekly)

- To collaborate and coordinate collective change management activities and resources.
- To determine and help develop effective training and change management resources for end-users and stakeholders.

Communications & Public Engagement (CPE) and ministry communications team (monthly)

- To discuss and coordinate internal and external communications products related to Registries Evolution.
- To collaborate in developing interactive, video and other multimedia information and training products for employees and stakeholders.

Registries Modernization Change Champion Community and respective registry program employees (monthly)

- To discuss change management resources, activities and challenges we face as we work through change, and to obtain and action input from change champions.
- To facilitate training and information sessions for program area employees.

Members of the Executive Leadership Team, Consumer, Registry and Strategic Services Division, and Service Alberta and Red Tape Reduction. (as required)

- To develop, present and circulate Registries Modernization briefing packages, informational materials, and communications.

Work with partners across the GoA and external stakeholders (as required), to:

- Discuss engagement approaches and coordinate consultation activities together with registries program leadership.
- Seek to identify and address tensions respecting government deliverables and goals and stakeholder interests and expectations.
- Stage and facilitate stakeholder engagement sessions as required in support of Registries Modernization initiative goals.
- Promote and engage in a community of practice.

#### Required Education, Experience and Technical Competencies

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

If other, specify:

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

The incumbent requires the following knowledge, skills and abilities:

- A relevant degree (e.g., Sociology, Psychology, Human Ecology, Behavioural Sciences, Business Administration, Communications etc.) that supports OCM responsibilities related to this position.
- Working knowledge of OCM methodologies, principles, theories, and concepts (e.g., Prosci, John Kotter, Peter Senge, Daniel Goleman etc).
- Advanced writing, editing, review and communication skills. As the incumbent will be responsible for communicating to various groups (e.g. elected and senior officials, registry leadership and staff, and external stakeholders), she or he will demonstrate excellent written and verbal communication skills that are adaptable to unique environments and audiences.
- Experience in identifying training needs, developing training strategies and advising on training development to support learner upskilling and adoption.
- Experience in research, evaluation and qualitative and quantitative analysis.
- Teamwork skills; the incumbent will be expected to quickly integrate into project teams. Demonstrated interpersonal skills and high levels of emotional intelligence are paramount to the success of this position.
- The incumbent must be an experienced, articulate public speaker and presenter.
- Strong project management skills to enable the incumbent to plan and manage their own tasks.
- In addition to a broad practical knowledge that is discipline specific, the incumbent must possess interpersonal skills and consulting/facilitation skills.
- The incumbent is required to act with initiative and independence, in often demanding circumstances. Ability to work in a team environment, either as a member or a lead, is essential. Ability to manage and foster many different types of personalities with often times conflicting reward systems between and within teams, areas and branches.
- Proven organizational skills to prioritize and manage their projects in a timely and cost-efficient manner,

ensuring deadlines are met.

- Sound records management skills that follow the Government of Alberta policies and securities.
- Clear understanding of the services provided by the Ministry, including the role that each division plays.
- Knowledge of Alberta's registries, including a high-level understanding of the work performed by external partners and stakeholders.

## 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		
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Involves a wide group of stakeholders when working on outcomes: <ul style="list-style-type: none"> <li>• Involves stakeholders and shares resources</li> <li>• Positively resolves conflict through coaching and facilitated discussion</li> <li>• Uses enthusiasm to motivate and guide others</li> <li>• Acknowledges and works with diverse perspectives for achieving outcomes</li> </ul>	The role will identify opportunities to engage stakeholders, plan and facilitate engagement events, and develop OCM communications and training materials to foster readiness and support for Registries Modernization initiative outcomes.
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Engages the community and resources at hand to address issues: <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>	The role will find creative ways to build specific and broader awareness and support for Registries Modernization work and outcomes. This could include online content, creative use of multimedia and social media, focused in-person and online events, for example.
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Identifies and manages required change and the associated risks: <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</li> </ul>	The role will proactively adapt existing informational content and processes to changing needs. The incumbent will provide advice allowing the change management unit as well as stakeholders to understand coming changes and be prepared for change in advance. It is expected the role will provide thoughtful and relevant planning support and recommendations in

		situations and creates a backup plan	within a quickly shifting environment, using agile principles (such as quicker fail/learn cycles) to maintain and effective change management strategy.
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works on maintaining close relations with all stakeholders: <ul style="list-style-type: none"> <li>• Identifies key stakeholder relationships</li> <li>• Has contact with range of interested parties</li> <li>• Actively incorporates needs of a broader group</li> <li>• Influences others through communication techniques</li> </ul>	This role seeks to identify and address key stakeholder touchpoints and interrelationships with Registries Modernization to help ensure consistent messaging, inclusive approaches, and reduced adverse interactions. The role will also regularly prepare for and facilitate internal and external interactions in support of Registries Modernization change management activities.

## 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

\_\_\_\_\_  
DM Name

\_\_\_\_\_  
Date yyyy-mm-dd

\_\_\_\_\_  
DM Signature