

Working Title Policy and Project Advisor	Name
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Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Consumer, Reg and Strat Srvcs / Consumer Services	Ministry Service Alberta
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Present Class Program Services 4	Requested Class
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Dept ID	Program Code	Project Code (if applicable) N/A
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PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Consumer Services is responsible for keeping the marketplace safe and consumers and businesses informed of their rights and responsibilities. To achieve this, Consumer Services develops, administers and enforces fair trading and consumer protection legislation, licenses businesses, and registers charitable organizations, cooperatives and cemeteries.

Reporting to the Director of Strategic Policy, Education and Innovation (SPEI), the Policy and Project Advisor is responsible for:

- managing projects and leading initiatives for the development, review and amendment of consumer legislation;
- coordinating and directing research and analysis of consumer-related issues;
- reviewing and developing government positions on complex issues; and
- facilitating internal and external stakeholder committees and consultations.

As lead for operational and legislative projects, the Policy and Project Advisor is responsible for the efficient coordination and execution of project deliverables.

The Policy and Project Advisor manages multi-divisional legislative and operational projects leading to new and enhanced consumer protection policies, legislation and regulations for the Province of Alberta. The Policy and Project Advisor provides leadership and expert advice for senior and executive management needed to advance policy development projects. This position also works closely with the department's communications branch, and attends meetings with and assists Statute Administrators and managers in briefing the Minister, Cabinet Policy Committees, executive leadership and other legislative bodies of government.

This position works within the program area to gather needed expertise, conduct and coordinate jurisdictional scanning, analyze results, and lead strategic discussions to produce briefings and documents for members of Service Alberta's executive team, the Minister, legislative committees and Cabinet. This position is responsible for managing overall project plans to meet departmental and legislative timelines, address the competing interests of internal and external stakeholders, and preserve the high quality and thoroughness of Cabinet Reports, position and planning documents, briefing notes and other deliverables.

The position's outcomes include:

- Policy development goals are effectively supported by well-managed project plans to meet deadlines, consider key information, and maintain effective communications and resources.
- Policy proposals and resulting changes to legislation or regulation are evidence-based, take into account marketplace trends and demographics, and effectively address the concerns of Albertans.
- Senior managers, executive and elected officials consistently have the best information and effective options available for making policy decisions.
- Consumer Programs has tools, standards and processes available for effectively and efficiently addressing policy development goals and emerging issues.

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Benchmark - <http://www.psc.alberta.ca/Practitioners/?file=class/prep/sub2/benchmark-eval/024PS10&cf=4>

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

1. The Policy and Project Advisor manages policy development and implementation projects (40%), by:
 - a) consulting with responsible program areas, stakeholders, ministry officials, and industry experts to identify and address consumer needs, government priorities and legislative obligations.
 - b) identifying the need for and preparing policy development documents, Cabinet Reports, multi-column decision documents, consultation plans and reports, PowerPoint presentations, as required by Executive Council and the government's policy development processes and practices.
 - c) leading and managing branch, ministry or cross-ministry project teams, presenting project status and issues to management through formal presentations and informal briefings, and conducting regular meetings with stakeholders to support projects.
 - d) developing ministry policy options considering the complex interplay of the current issues and the strategic priorities of the minister, the GoA, key stakeholders, and Albertans.
 - e) negotiating deliverables under tight timelines with team members and program staff from across the department.
 - f) managing conflict in a way that preserves positive working relationships and encourages consensus building.
 - g) identifying and managing variances to the project plan and implementing changes to keep projects on track while informing management proactively when projects are behind schedule.
 - h) facilitating, monitoring, managing, reporting and documenting project scope, objectives, deliverables, milestones, budget, resources, risks, issues and decisions and contracts with external consultants.
 - i) assisting management in the development, standardization, and maintenance of strategic policy initiatives, including training courses.

Outcome: Consumer protection projects meet their intended objectives, adhere to deadlines, adapt to changing needs and are managed in accordance with government policy and PMBOK best practices.

2. This position provides policy advice and options in support of government policy development activities related to consumer protection (30%), by:
 - a) assisting the program area in developing work plans to meet appropriate department and legislative timelines.
 - b) participating in impromptu policy and policy development solutions meetings called to address quickly emerging issues or demands.
 - c) mentoring other unit members by providing expertise on matters related to policy, research, and project development.
 - d) engaging with division staff and senior leadership in a manner that results in positive outcomes to support effective working relationships.
 - e) strengthening information sharing between divisions and other GoA ministries.
 - f) participating on interjurisdictional panels or committees.

Outcome: Senior managers, executive and elected officials consistently have the best information and effective options available for making consumer protection policy decisions. The administration of existing statutes and regulations is effectively maintained without interruption.

3. The position supports the activities of Statute Administrators, or provides statute administration functions on their behalf as needed (15%), by:
 - a) providing cover-off for Statute Administrators as required.
 - b) responding to inquiries such as Action Requests, Telephone Action Requests, and Alberta Connects as directed by the Program Manager.
 - c) using acquired knowledge to provide expert assessment, analysis and interpretation of issues to flag for management for action.
 - d) drafting responses and bringing forward recommendations regarding issues and concerns that require follow-up.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

Outcome: Albertans benefit from quick and efficient responses to consumer complaints, queries and investigations, effectively protecting their rights as consumers.

4. The Policy and Project Advisor coordinates, interprets and assesses research in support of policy development and consumer protection strategic direction (15%), by:
 - a) overseeing teams conducting research into legislative and consumer issues to ensure that the quality of the research and analysis meets the unit's high standards.
 - b) analyzing both qualitative and quantitative information to ensure evidence-based options are presented to the Deputy Minister and Minister.
 - c) anticipating and identifying strategic policy issues and initiatives that may affect the ministry and its stakeholders, and proactively address them.
 - d) overseeing the team's various business intelligence activities, including environmental scanning and data analytics to steer policy development and consumer education.
 - e) overseeing the implementation of proactive research programs and data analytics projects.
 - f) mentoring other unit members by providing expertise on matters related to policy, research, and project development.
 - g) supporting public and stakeholder consultation activities to clarify issues and obtain input.

Outcome: Policy proposals and resulting changes to legislation or regulations are evidence-based, consider modern values and demographics, and effectively protect consumers.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

1. This position is instrumental in introducing and proclaiming legislation that is evidence-based, considers impacts to all areas of society, and adheres to national and international standards. The Policy and Project Advisor plays a significant role in guiding and shaping Alberta's consumer protection legislation, thereby strengthening the rule of law and fostering a fair marketplace.
2. The Policy and Project Advisor leads high profile and sometimes contentious legislative review projects with far reaching impact on consumers and businesses by identifying issues, building cases for policy options, analyzing short-term, medium-term and long-term impacts of policy options, and finalizing policy recommendations going to executive management, the Minister, Cabinet and legislative committees.
3. Consumer protection issues encountered in developing policy and legislation often involves a high degree of complexity, involving competing interests among diverse groups of stakeholders, and rapidly shifting societal and governmental priorities. This position is expected to tactfully identify key grievances and interests, find and propose win-win options where possible and build consensus where not.
4. This position regularly responds to citizen inquiries and complaints regarding consumer issues on behalf of the Minister or department, within very tight deadlines, providing clear and supportive answers addressing complex issues and in line with government policies, legislative constraints, consumer protection best practices and political considerations.
5. The Policy and Project Advisor promotes and supports proactive research to identify and respond to emerging marketplace issues, disruptive technologies and practices, and changing societal norms. This is essential to informing policy direction and ensuring the relevance and effectiveness of current legislation and regulations.
6. This position interacts and fosters collaboration with local, provincial, national and global bodies to research, analyze and forecast national and international marketplace and regulatory trends. This serves to influence legislative and policy directives, resulting in modern and leading-edge consumer protection in Alberta.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

The Policy and Project Advisor regularly works with a broad range of complex policy issues and internal and external stakeholders in support of consumer protection goals. The position requires:

- a) knowledge of Alberta’s consumer protection statutes and the legislative process.
- b) a strong ability to manage and deliver large complex projects involving other Government of Alberta ministries, agencies and/or external stakeholders.
- c) a strong ability to develop and oversee project plans, identify resources, create budgets, prioritize assignments and track progress to ensure projects are delivered on time and are within scope.
- d) a creative problem solving ability to use new and innovative strategies to address project challenges and policy issues.
- e) a high degree of awareness of relevant consumer issues and emerging trends related to the Alberta marketplace to enable proactive responses to address evolving consumer issues.
- f) independent decision making and critical thinking, while giving consideration to current marketplace, political and stakeholder environments to ensure effective and evidence based policy options are clearly presented to decision makers.
- g) excellent writing and composition skills to produce and critique clear, professional and Cabinet-level correspondence, reports, business cases, briefing notes, policy documents, position papers, white papers and legislative and regulatory language proposals.
- h) excellent verbal and presentation skills to ensure that decision makers have a clear understanding of the issues and options being put forward, and to facilitate in-person consultations and information gathering sessions.
- i) a high proficiency with all Microsoft Office applications including Outlook, Word, Visio, Excel, Internet Explorer, SharePoint, PowerPoint, and associated computer literacy.
- j) a strong ability to build collaborative relationships and resolve conflicts to effectively manage stakeholders and resources.
- k) a strong ability to work independently and in group situations to facilitate successful team outcomes.
- l) sound judgement, discretion and a good understanding of information management and privacy legislation (FOIP) due to the sensitive and confidential nature of the information handled by the Policy and Project Advisor.
- m) the flexibility to manage several projects at once and address shifting priorities with little notice to preserve the integrity of the projects in the department’s portfolio while limiting negative impact to deliverables.
- n) knowledge of the consumer and political acumen to effectively navigate policy and legislative processes.
- o) a University degree and two or more years progressively responsible related experience in strategic policy or legislation development.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

Contacts	Frequency	Nature and purpose
Service Alberta program areas (e.g.: CCE unit, Research Officers, Licensing Officers, Project Assistants, Project Coordinator, etc.)	Daily	Project management, project team collaboration, document creation, legislative development.
Statute Administrators	Daily	Cover-off duties, project management, project team collaboration, document creation, legislative development.
Director	Weekly	Provide updates, resolve policy option issues, obtain policy and process guidance.
Executive Director	Weekly	Provide updates and obtain approvals.
Legislative Managers	Weekly	Obtain advice on processes and liaising with Legislative Drafters.
Strategic Policy Services	Daily	For coordination, advice and assistance with development of policy documents and to liaise with

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		other internal partners on our behalf (i.e.: Policy Coordination Office).
Legal Services Officers	Monthly	To obtain legal opinions and interpretation, advice on legislative drafting and legal decisions impacting policy proposals.
Communications Officers	Monthly	For development of strategic communications plans, stakeholder engagement and messaging for various platforms.
ADM	Monthly	To provide updates and coordinate feedback on policy documents.
DM	As required	To provide updates and coordinate feedback on policy documents.
Minister's Office	As required	Respond to requests for information and provide expertise on projects.
Elected officials	As required	To provide information, or respond to questions.
External Stakeholders	Monthly	To seek input, issue identification, feedback/comments and to establish a collaborative working relationship.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide Page 15)
None.

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide Pages 15-16).
<p>This position was completely re-structured and reclassified in March 2018. The changes in this November 2019 version include updates which reflect organizational changes since July 2018 or minor corrections:</p> <ol style="list-style-type: none"> 1. Division name changed to Consumer, Registries and Strategic Services. 2. Replaced "Policy Analysts" with "Strategic Policy Services" under Contacts. Added "coordination" on the same row under the Nature and Purpose column. 3. Removed references to MO and LRC under "Contacts".

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff MUST be attached (see Writing Guide Page 17).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide **Page 16**)

Incumbent

Name

Signature

Date

Director

Name

Signature

Date

Division Director/ADM

Name

Signature

Date