

Update

Ministry

Infrastructure

Describe: Basic Job Details

Position

Position ID

Position Name

Business Administration Officer

Proposed Change: Business Services Officer

Current Class

Administration 1

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Properties/Realty Services

Supervisor's Position ID

Supervisor's Position Name

Director, Business Services

Supervisor's Current Class

Senior Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2000-11-14

Responsibilities Added:

-Updated reporting structure to Director, Business Services and direct report.

-Added financial responsibilities for Leasing team.

Responsibilities Removed:

-Revised budgeting and forecasting role from full responsibility to one of support for Team Lead, Financial Operations.

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Director, Business Services, the role supervises administrative staff and ensures the accuracy and integrity of financial transactions. *It oversees daily, monthly, and annual reporting, and leads the preparation and review of financial transactions prior to submission to leadership. The position is also a contact for multi-year forecasts, budgets, and financial reporting for executive management, and supports annual financial audit reviews.*

The Business Services Officer supports the delivery of real estate services within the Realty Services Branch (RSB), with responsibilities spanning leasing, acquisitions, sales, and dispositions (ASD). **Leasing provides commercial real estate contracts** and is responsible for negotiating, documenting, and administering lease transactions to secure space for government operations.

The Business Services Officer coordinates ASD's financial planning activities and maintains financial information related to acquisitions, sales, and dispositions. This includes reporting on results in relation to ASD's annual fiscal targets and business plans.

Responsibilities

Responsibility #1

Support Financial Planning and Budget Development

Activities:

- Assist in the development and implementation of multi-year fiscal plans aligned with RSB's business and operational priorities.
- Prepare and review monthly expenditure forecasts and financial analyses for senior management, ensuring accuracy and timeliness.
- Coordinate budget estimates, fiscal year-end variance analysis, audit requirements, and financial reporting in compliance with Ministry and Treasury Board guidelines.
- Contribute to business planning submissions to inform RSB's operations and service delivery improvements.

Responsibility #2

Oversee Financial Operations and Reporting

Activities:

- Monitor and maintain financial data for RSB's programs, ensuring alignment with approved budgets and forecasts.
- Prepare spending profiles and analyze financial performance to support operational decision-making.
- Supervise financial processes **including contract** administration, transaction processing, and **records** management.
- Manage fleet vehicle and phone invoicing, ensuring accurate tracking, reconciliation, and reporting of expenditures in collaboration with Executive Director's Executive Assistant.
- Collaborate with internal and external stakeholders to enhance financial and operational reporting across ministries.

Responsibility #3

Manage Business and Administrative Functions

Activities:

- Coordinate daily business operations and reporting to meet RSB's priorities and timelines.
- Provide reports** to senior and executive leadership, including contractual, financial, and statistical data.
- Ensure accurate and timely updates to internal RSB's systems and adapt administrative processes to evolving business needs.
- Respond to inquiries from clients such as Finance, auditors, and executive offices with professionalism and accuracy.

Responsibility #4

Supervise Staff and Support Human Resource Functions

Activities:

- Direct and train administrative staff in the delivery of **financial services and related functions**.
- Monitor workloads to ensure balanced and efficient operations, including cross-training initiatives.
- Coordinate staff **on-boarding** and **off-boarding** in alignment with HR policies and collective agreements.
- Guide the **preparation and review of financial transactions, audits, and accruals, ensuring compliance and accuracy**.

Other duties as assigned.

Problem Solving

Typical problems solved:

- The Business Services Officer supports the development and analysis of complex financial and operational data to inform **RSB's** program delivery across the province. The role requires sound judgment, analytical reasoning, and attention to detail to ensure financial planning, forecasting, and reporting are accurate, timely, and aligned with departmental and Treasury Board requirements.
- The position contributes to the preparation of **RSB's** annual budget estimates (approximately \$200 million) and multi-year fiscal plans for review by senior management. This includes organizing and tracking tenant allowance funding over a 3-5 year cycle, where changes in allocation can affect the department's ability to meet budget and forecast targets. The officer evaluates financial data to **support strategic decision-making and program operational funding**.
- Monitoring and **forecasting budgets** is essential to supporting accommodation acquisition for ministries. Variances in financial information can impact approved funding levels and affect program delivery. The **Business Services Officer** helps identify and resolve discrepancies, ensuring accurate reporting and timely adjustments.
- The role also supports the development and implementation of business processes and systems that improve the efficiency and accuracy of **RSB's** operations. This includes ensuring appropriate tools and **supports** are in place for financial tracking, reporting, and data integration across Asset Management, Property Management, and Project Management, as well as **external ministry accommodations**.
- Additional responsibilities include interpreting contract **financial obligations and terms**. Failure to meet contractual deadlines may result in financial penalties or forfeiture of tenant allowance funds. The **Business Services Officer** tracks lease renewals, expiries, **options to renew**, and provides reporting to Asset Management Planners to ensure timely action and avoid unnecessary costs.

Types of guidance available for problem solving:

The Business Services Officer works within a structured framework of government policies, financial procedures, and operational standards, with access to a range of internal supports to assist in resolving complex financial and administrative challenges.

Director, Business Services: Provides direct supervision and strategic oversight, offering guidance on priorities, policy interpretation, and resolution of high-impact financial or contractual issues. The Director is the primary resource for escalation and decision-making support.

Team Lead, Financial Operations: Offers technical expertise in budgeting, forecasting, and financial reporting. The Team Lead supports the Business Services Officer in interpreting Treasury Board guidelines and departmental financial procedures, ensuring alignment with corporate financial strategies.

Manager, Business Services: Provides operational leadership across **RSB's** functions. The Manager supports the Business Services Officer in resolving cross-functional issues, and ensuring consistency in business operations and reporting.

Finance: Offer procedural and audit-related guidance, particularly during year-end processes and financial reviews. These entities support the validation of financial transactions and ensure adherence to legislative and policy requirements.

RSB Directors: Provides operational guidance specific to ASD or Leasing expertise when required.

Direct or indirect impacts of decisions:

The Business Services Officer plays a key supporting role in financial planning, forecasting, and operational oversight for the **RSB**. The accuracy, timeliness, and quality of the **Officer's** work directly influence departmental decision-making, budget integrity, and program delivery.

Direct Impacts:

- The **Officer's** financial analysis and reporting directly affect the development of **RSB's** annual budgets and multi-year fiscal plans, which guide the allocation of approximately \$200 million in **expenditures**.
- Errors or delays in forecasting, accruals, or budget submissions can result in funding shortfalls, surpluses, or misaligned financial commitments, impacting the department's ability to meet operational targets.
- The **Officer** is accountable for interpreting financial obligations **within contracts**. Failure to identify or act on key terms can increase risk significantly.
- The **Officer's** outputs support executive and senior management decision-making by providing reliable financial data and analysis. This influences strategic planning, resource allocation, and program execution across the department.

Indirect Impacts:

- Budget variances and forecasting outcomes affect other branches and divisions which rely on accurate financial data to plan and deliver accommodation services.
- External stakeholders, including client ministries, are impacted by the officer's work: inaccurate or delayed financial information can affect the ability to respond to changing accommodation needs.
- The **Officer** contributes to the development of business processes and systems that improve operational efficiency and data integrity, indirectly enhancing service delivery across the **RSB and other branches**.

Overall, the Business Services Officer is **accountable** for the accuracy and reliability of financial and operational data that underpin key decisions. While the role supports rather than leads strategic direction, its outputs are critical to ensuring informed, timely, and cost-effective decisions at both the branch and **division** levels.

Key Relationships

Major stakeholders and purpose of interactions:

Director, Business Services

- Provides strategic oversight, direction, and decision-making support for financial and operational matters.

Manager, Business Services

- Offers operational leadership and guidance across leasing and ASD functions, supporting coordination and issue resolution.

Team Lead, Financial Operations

- Supports budgeting, forecasting, and financial reporting activities; ensures alignment with Treasury Board and departmental financial policies.

RSB Staff

- Collaborate on contract administration, financial transactions, and data accuracy within internal systems.

Finance Staff

- Review budget submissions, forecasts, and financial reports; provide guidance on compliance and audit requirements.

Client Ministries and External Departments

-Affected by contract decisions and financial planning outcomes.

Landlords and Tenants

-Engage in financial negotiations, lease renewals, and tenant improvement allowances; impacted by contract terms and payment accuracy.

Senior Management

-Produce financial reports and forecasts to support strategic decision-making and resource allocation.

Supervised Administrative Staff

-Provide direction, training, and support in delivering financial services and maintaining operational workflows.

Required Education, Experience and Technical Competencies

Education Level

Diploma (2 year)

Focus/Major

Business

2nd Major/Minor if applicable

Designation

If other, specify:

Accounting or Finance diploma or experience is considered an asset.

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

Five years of progressively responsible experience is required. Knowledge of accounting and financial management principles is necessary along with experience in budget and forecast preparation. Knowledge of real estate transactions is an asset. Supervisory experience is also an asset.

Behavioral Competencies

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Focuses on continuous improvement and increasing breadth of insight: <ul style="list-style-type: none">• Asks questions to understand a problem• Looks for new ways to improve results and activities• Explores different work methods and what made projects successful; shares learning• Collects breadth of data and perspectives to make choices	The BSO has to solve, and assist the team overall, to solve unique and sometimes complex financial issues that require a broad understanding of the RSB's portfolio as well as the interconnectedness of our work with teams such as Finance.
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	The BSO is in a role where solving problems efficiently while helping others understand the situation is important. The problems that must be solved often require creative thinking and the willingness to consider new approaches.

		support to change appropriately • Works creatively within guidelines	
Systems Thinking	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Considers inter-relationships and emerging trends to attain goals: • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences	The BSO must be able to determine several options as solutions and then consider the pros/cons and risks of each to be effective in the role.
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Collaborates across functional areas and proactively addresses conflict: • 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	Collaborative work and communication is a primary driver for success in this role as it works together with several other roles to achieve success for the Business Services unit. Diplomatic and tactful communication is key and being able to foresee conflict then address it early will enable personal success in the role.
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: • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations	The BSO has direct responsibility for their own portfolio and direct report plus is a key support for other personnel to ensure important success factors are met for the branch. Being accountable and working well with others is of the utmost importance in this role.
Develop Self and Others	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Develops own career and reduces barriers for others: • Creates development plan with supervisor and seeks feedback • Reflects on performance to identify areas of improvement	Since the BSO has a direct report, it's important that the incumbent has the ability to support staff in development while maintaining their own career growth.

		<ul style="list-style-type: none">• Offers knowledge and insight to others• Supports career development of direct reports	
			<div><div>+</div><div>-</div></div>

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.

<div>Employee Name</div>	<div>Date yyyy-mm-dd</div>	<div></div>
<div>Supervisor / Manager Name</div>	<div>Date yyyy-mm-dd</div>	<div>Supervisor / Manager Signature</div>
<div>Director / Executive Director Name</div>	<div>Date yyyy-mm-dd</div>	<div>Director / Executive Director Signature</div>
<div>ADM Name</div>	<div>Date yyyy-mm-dd</div>	<div>ADM Signature</div>
<div>DM Name</div>	<div>Date yyyy-mm-dd</div>	<div>DM Signature</div>