

New

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

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:

Reporting to the Director of Executive Operations (DEO), the Manager of Executive Operations is responsible for providing strategic issues management and coordination support to the Managing Director (MD) for the ongoing operational management of the department, CPE executive teams, and the daily operations and business flow of the Managing Director's Office (MDO). This includes developing, coordinating, and evaluating administrative, operational, and strategic management information/reports, briefings, correspondence, policies, and processes to support the business requirements of the department, while ensuring compliance with relevant ministry and government policies, practices, and priorities. A key component of the role is to develop, establish, implement and improve executive operations and provide a proactive linkage to other DMO offices and the Premier's/Ministers' offices.

The Manager of Executive Operations is an integral member of the department's leadership team, and the role includes a strong component of coordinating work with the Managing Director's Office, Executive Council, Premier's Office, other ministry Deputy Minister Offices and executive offices within CPE. The role also helps coordinate inputs for departmental business planning, as well as outcomes and metrics.

Outcomes of this position directly impacts the service delivery of communications throughout the Government of Alberta, and to the Premier's Office. This position will act for the Director of Executive Operations as needed.

Responsibilities

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

Provides issues and relationship management

- Establishes and maintains effective working relationships and communication linkages with the Premier's Office, Ministers' Office, and Deputy Ministers' Office staff, and departmental staff in CPE ADM offices, Divisions, and Branches, as well as any key stakeholders.
- Anticipates and identifies emerging and potentially sensitive issues that have departmental or divisional implications to the Director of Executive Operations (DEO) and works closely with senior staff to coordinate and address issues.
- Provides professional support and assistance to the DEO and Managing Director to ensure that CPE's executive team, Executive Council, Premier's Office, and relevant DMO's are briefed on current and emerging issues.
- Promotes information sharing, relationship building and coordination for CPE senior leaders.

Supports information management and coordination for the MDO

- Provides cover-of support as acting Director of Executive Operations (DEO) when the DEO is on vacation/ absent or other times as required.
- Develops, implements, and evaluates administrative and operational management systems and processes to enhance organizational efficiencies with the MD's office and the divisions to support business requirements.
- Assists the DEO with coordinating, drafting, reviewing, and managing briefings and background materials. This includes coordinating with communications staff, other divisional and ministry contacts, as well as delegating activities to senior divisional representatives and staff.
- Supports and helps manage executive and senior leadership meetings and coordinates with the DEO and other executive leaders on content to ensure critical conversations occur in a timely fashion to deliver on departmental goals and government priorities and action items are completed in a timely manner.

Provides oversight of MDO initiatives and activities

- Assists the DEO and Managing director in providing oversight of departmental budget and budget reporting processes.
- Provides operational and administrative advice and direction for the MDO and departmental ADMO's.
- Informs the DEO and MD of the status of key initiatives, general administration, and operations within the department and enterprise-wide.
- Collaborates with the DEO and other areas of the department in responding to/processing requests received under the Freedom of Information and Protection of Privacy Act on behalf of the department.
- Monitors and tracks strategic initiatives, key projects, delivery of services, internal and external environments; and reviews division and ministry briefing and reports when needed.
- Coordinates and contributes to special projects and initiatives as directed by the Managing Director, including the research and preparation of policy options and responses.

Provides leadership and supports employee engagement

- Works closely with the DEO and Managing Director to foster a culture that is respectful, diverse, and inclusive.
- Supports the development and implementation of a staff engagement and communication strategies and initiatives for the department, in collaboration with executive leaders.
- Manages and engages colleagues to provide oversight to the work of CPE to ensure deliverables and outcomes of the MDO are met.
- Leads corporate projects as required and participates in internal and external committees to provide strategic and operational direction in relation to CPE activities and represents the DEO at committees and meetings as required.

Problem Solving

Typical problems solved:

The position works in an environment that has constantly shifting timelines and priorities, and is often faced with situations that are ambiguous and complex. Judgment and creative thinking is required to support the Director of Executive Operations and the Managing Director to achieve the department's mandate and priorities and to find timely solutions to situations that are often unprecedented. The nature of issues range from internal day-to-day operational issues to emergent issues arising from the Premier's Office.

The position has latitude to determine which approaches and strategies to use when identifying and managing issues that have departmental, divisional, and political implications. Sound decision-making and the ability to stay calm under pressure while continually identifying and acting on priorities is essential attributes for the position. The Manager of Executive Operations has a critical role in managing the operations of the MDO, connecting and collaborating with ADMO's, and building strong relationships with key clients in the Premier's office and Ministers' offices.

This position requires a high degree of political acumen, and must understand complex relationships to successfully facilitate decision-making processes. Given the sensitive and complex nature of issues, many situations will require a high level of tact, diplomacy and systems oriented creative and strategic thinking.

Types of guidance available for problem solving:

Direction is taken from the Managing Director and the Director of Executive Operations. The position can find assistance from established government and department policies, procedures, and legislation. The position also has access to subject matter experts and executive leaders within the department to help solve complex and diverse issues that require a high level of problem-solving, initiative, and critical thinking. The Director of Executive Operations is available to clarify broad goals, objective and priorities. The position is required to tailor solutions to the goals of the MDO and implement them across various divisions and branches in the department. This position develops and supports a team approach, builds effective relationships, and works proactively with management staff to ensure inclusive and collaborative approaches are taken with respect to issues management.

Direct or indirect impacts of decisions:

This position makes direct contributions to policy development, departmental business planning and operational processes at impact government-wide communications. The impact of these contributions is substantial, with the ultimate goal of effective and efficient two-way communication between Albertans and their government.

The Manager of Executive Operations also provides leadership to administrative and other staff within the department and represents the Director of Executive Operations and the Managing Director.

Key Relationships

Major stakeholders and purpose of interactions:

- Premier's Office: to share information, manage meetings and coordinate information flow
- CPE Executive team: to collaborate, resolve issues and provide strategic and operational support
- CPE Directors and staff: to collaborate, provide/obtain information, and support departmental initiatives
- Other GoA department staff: to collaborate and share information, provide assistance on government-wide processes and initiatives

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

2nd Major/Minor if applicable

Designation

If other, specify:

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

- Strong strategic thinking skills to identify and manage complex issues and relationships and to develop innovative solutions.
- Strong leadership and relationship management skills to maintain positive relationships at high levels of

credibility with senior Ministry, Premier's Office and government representatives and officials that have complex and potentially conflicting expectations and perspectives.

- Experience with political/public service environment and knowledge of Government of Alberta planning and budget cycles, decision-making processes, and legislative procedures.
- Experience with identifying key issues and giving advice.
- Experience working in a multifaceted, fast-paced environment, using well developed verbal and written communication skills to inform and influence executives and senior officials.
- Knowledge of Freedom of Information and Protection of Privacy legislation, policies and procedures.
- Strong project management and organizational skills, including managing a number of complex issues simultaneously and still delivering on results.
- Political acumen and understanding of Alberta's political system, GoA mandates and related policies, and structure.

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 type="radio"/>	<input type="radio"/>	<input type="radio"/>		Requires systems view of department, government processes, and GOA-wide issues management in planning and tracking operations of the department.
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		Must work collaboratively with staff in MDO, ADMO staff across the department, PO/MO staff, and counterparts across government.
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		Priorities are constantly shifting and incumbent must be agile in responding to the environment.
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		Work is high-pressure, often under tight timelines. Must ensure MD and PO/MOs are appropriately supported, driving action across department.
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		Success of incumbent hinges on ability to solve problems as they arise, making decisions independently or suggesting a path forward for high-level officials (MD/DMs).