Reclassification

Ministry

Communications and Public Engagement

Describe: Basic Job Details

Position

Position ID

███████████████████████

Position Name (200 character maximum)

Team Lead, Administrative Services

Current Class	Requested Class
Executive Support 2	Executive Support 3

Job Focus	Supervisory Level
Corporate Services	01 - Yes Supervisory

Agency (ministry) code   Cost Centre   Program Code: (enter if required)

████████████████████████████████████

Employee

Employee Name (or Vacant)

██

Organizational Structure

Division, Branch/Unit

CPE/DMO and Executive Office

☐ Current organizational chart attached?

Supervisor's Position ID	Supervisor's Position Name (30 characters)	Supervisor's Current Class
██████	ED, Executive Operations	████████████

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2023-06-14

Responsibilities Added:

- Coordinates complex departmental and/or divisional administrative projects where precedents may not exist

- Develops and implements a financial reporting system

- Supervises other administrative support staff

- Budgets preparing, monitoring and forecasting

- Briefs the executive on administrative issues that may impact the Ministry

- Identifies administrative issues with potential to impact the operation of the Executive's Office; recommends solutions

- Advises the Executive of general administrative operation of the division and/or Ministry

- Develops and leads a Community of Practice for administrative staff within the Ministry

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Executive Director, Executive Operations, the Team Lead, Administrative Services is accountable for providing strategic leadership and coordination of administrative functions across the department to ensure consistency, efficiency, and alignment with ministry priorities. This includes leading complex administrative projects, supervising executive and administrative support staff, and setting standards for processes used by unit-level administrative teams. To be effective, the position must develop and implement streamlined systems, create and oversee financial and budgetary processes, and provide timely advice to executives.

Responsibilities

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

1. Lead and coordinate Executive Office and departmental information management processes, products and projects to ensure efficient operations and alignment with applicable policies and ministry priorities.

- Leads and maintains confidential working files, information management systems and records management for the Executive Office in accordance with department and government retention and disposition schedules.

- Manages the flow of Executive Office information through the Action Request Tracking System (ARTS), SharePoint Online, 1GX, shared drives, and other content management applications and databases as needed - ensuring office and department deadlines are met.

- Reviews and manages executive correspondence and information requests, and proactively actions supportive administrative tasks as required - seeking executive direction as needed.

- Provides administrative assistance and support to the Executive Office in relation to projects and initiatives as required.

- Identifies administrative issues and potential to impact executive and department administrative operations; recommends solutions to deal with issues; and develops, streamlines, and coordinates administrative systems and processes to enhance efficiencies.

- Creates new templates and procedures to ensure process efficiency and clarity where needed.

- Monitors progress and adjusts plans to meet deadlines and objectives.

- Prepares status reports and briefings for and on behalf of the Executive Office.

- Liaises and negotiates with internal and external stakeholders to gather requirements and resolve complex administrative issues on behalf of the office and department.

- Provides guidance and direction to departmental staff on Executive Office approvals procedures and correspondence guidelines.

- Responds to tracking system questions and provides training to staff within the division as required.

- Creates, assigns, processes, reviews, and edits documents to meet CPE and government standards as needed.

- Reviews submissions to the Executive office (e.g., forms, documents and approval/information approval packages) for accuracy, completeness, and compliance with department codes and government policies and guidelines.

- Ensures all executive edits, feedback and directions are completed as requested.

- Works with information technology and departmental colleagues to ensure Executive Office information management tools and flows are effective, efficient, modern and meeting or exceeding current administrative standards and best practices.

- Compiles records from the Executive Office to respond to ATI requests.

- Utilizes the BERNIE portal to request IT services, report IT issues, and follow up on previous tickets for the Executive Office.

- Maintains and coordinates Executive Office and departmental information security groups, distribution lists, and event calendars.

2. Supervise staff and manage consistent and collaborative administrative support operations to maintain high-quality, professional services and efficient workflow.

- Acts as a professional representative of the Executive Office, liaising with various levels of staff throughout the department, government, and external stakeholders.

- Leads and fosters a team culture defined by the One CPE vision and values and APS values.

- Assigns tasks and monitors performance to ensure deadlines and goals are met.

- Provides coaching, feedback, and supports performance excellence.

- Conducts regular team meetings to address and track priorities and challenges.

- Oversees workload distribution and implements process improvements to enhance productivity.

- Manages performance evaluations and addresses HR and staffing issues as required.

- Oversees and provides guidance on executive scheduling appointments and appraises Executives of meeting conflicts and potential issues.

- Coordinates, supports and ensures DM, ADM, ED and Executive Team meeting preparedness - including agendas, meeting packages, travel arrangements, accommodations, etc.

- Reviews correspondence prepared by staff and provides feedback for accuracy, grammar, proper format and quality.

- Leads a Community of Practice for administrative services within the department.

- Trains new staff on departmental administrative protocols and practices.

- Maintains and schedules administrative support services for all CPE Executives, and backfills executive admin support services as required.

3. Maintain administrative and financial reporting processes and information to provide accurate, timely financial information for decision-making.

- Acts as the primary departmental executive support for HR and financial information and processes.

- Serves as Worksite Administrator for the Executive Office and prepares associated documentation.

- Tracks, manages and actions Executive Office HR and financial reports, forms, information management processes, and document approvals to meet government and ministry standards and compliance requirements.

- Collaborates with finance teams to integrate data sources and validate accuracy.

- Prepares, monitors, and forecasts Executive Office operational budgets to ensure fiscal responsibility and alignment with strategic objectives.

- Tracks Executive Office and shared departmental office expenditures and reconciles variances against approved budgets.

- Forecasts future financial needs based on operational trends.

- Supports departmental budget planning and submissions with discretion.

- Advises on Executive Office operational budgetary impacts and recommends adjustments.

- Leads and trains departmental administrative staff on CPE HR and financial administrative best practices and current processes, creating and maintaining collaborative resources where needed.

5. Perform additional administrative, business and administrative services leadership responsibilities as required to support departmental priorities and organizational objectives.

- On behalf of CPE, acts as the primary administrative services contact for QEII building management and colleague offices, supporting shared administrative office needs, managing shared equipment, supplies and spaces, and coordinating shared social and cultural activities.

- Issues service requests to coordinate furniture, telecommunication, and information requirements for the Executive Office and CPE boardooms.

- Supports onboarding and offboarding of Executive Team and Executive Office staff.

- Prepares and processes applications for approval of access cards and parking assignments in accordance with government policies and guidelines.

- Advises and briefs executives on administrative services and issues impacting the ministry to support informed decision-making and mitigate operational risks.

- Identifies emerging administrative challenges and assess potential impacts.

- Develops briefing notes and recommendations for executive review.

- Coordinates responses to urgent issues requiring executive attention.

- Ensures compliance with government policies and standards in all administrative practices.

- Provides administrative services on call or in emergency or urgent situations if required.

- Provides any other administrative services as required.

Problem Solving

Typical problems solved:

- Developing and implementing new administrative processes where no precedents exist.

- Resolving inconsistencies in administrative practices across branches to ensure department-wide alignment.

- Addressing urgent administrative issues that impact executive decision-making and service delivery.

- Managing budget variances and forecasting financial needs under changing priorities.

- Coordinating complex projects involving multiple stakeholders and competing deadlines.

- Handling performance issues, workload distribution, and staffing challenges among direct reports.

Types of guidance available for problem solving:

- Government and ministry policies, financial guidelines, and administrative standards provide a general framework.

- Established procedures for budgeting and reporting exist but often require adaptation for unique situations.

- The Executive Director, Executive Operations provides strategic direction for priorities, while day-to-day decisions are made independently by the position.

- Collaboration with finance, HR, Executive Council administrative leadership, and branch leadership offers subject matter expertise when required.

Direct or indirect impacts of decisions:

- Direct impact on the efficiency and consistency of administrative operations across the department.

- Influences the accuracy and timeliness of financial reporting and budget management, affecting resource allocation.

- Decisions shape executive-level responsiveness and risk mitigation, impacting ministry-wide service delivery.

- Supervisory decisions affect staff performance, engagement, and retention, which in turn impacts overall administrative capacity.

- Indirectly affects branch-level processes and stakeholder confidence in administrative systems.

Key Relationships

Major stakeholders and purpose of interactions:

Internal:

- Executive Director, Executive Operations - Daily interaction to provide briefings, updates on administrative projects, and advice on operational issues.

- Deputy Minister's Office staff - Frequent coordination to ensure alignment of administrative processes and priorities.

- Branch Administrative Staff - Regular guidance and direction to standardize processes and resolve issues across the department.

- Finance and HR Teams - Ongoing collaboration for budgeting, financial reporting, and staffing matters.

- Executive Council and other Departmental Leaders and their counterparts - Engagement to coordinate broader Executive Council department and cross-ministry initiatives.

External:

- Other Ministries and Government Agencies - Occasional interaction to align administrative practices and share best practices.

- Vendors and Service Providers - As needed for procurement, contracts, and service delivery related to administrative operations.

Committees/Groups:

- May participate in internal task forces or working groups focused on process improvement, administrative modernization, or efficiency initiatives.

- Develop and lead a Community of Practice for administrative staff within the department.

- Represents the Executive Office in meetings related to financial planning and operational coordination.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma			

If other, specify:

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

High School Diploma and four years progressively responsible related experience; or equivalent as described below. Directly related education or experience considered on the basis of:
- one year of education for one year of experience; or
- one year of experience for one year of education.

Required Experience

- Leadership in managing and coordinating administrative functions across a large department or organization.
- Experience supervising and developing administrative support teams, including performance management, workload planning, and conflict resolution.
- Proven ability to lead complex projects and process improvement initiatives where precedents may not exist.
- Strong background in financial reporting and budget management, including preparing submissions, monitoring expenditures, and forecasting.
- Expertise in designing and implementing streamlined administrative processes and systems to improve efficiency and consistency.
- Experience preparing executive-level briefings, recommendations, and decision-support materials on operational and administrative issues.
- Ability to navigate competing priorities and provide solutions in a fast-paced, high-profile environment.
- Knowledge of government or organizational policies, compliance requirements, and governance frameworks related to administration and finance.
- Skilled in stakeholder engagement and collaboration across multiple branches and functional areas.
- Proven administrative services expertise in an integrated Microsoft 365 environment, including SharePoint Online, Outlook, Excel, PowerPoint, and OneDrive.

Assets

- Post-secondary education in Business Administration, Public Administration, Commerce, or a related field.
- Project management certification.
- Process improvement training or certification.
- Experience working in a public sector or highly regulated environment.
- Familiarity with financial systems and reporting tools.
- Knowledge of privacy legislation and records management practices.
- Experience working with Copilot or other AI-powered assistants in a professional environment.
- Experience leading change management initiatives and training staff on new processes or systems.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Build Collaborative Environments	○ ● ○ ○ ○	Facilitates open communication and leverages team skill:	This position interacts with a variety of stakeholders, including

		• Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others	senior leadership. This position is expected to establish and maintain positive working relationships and act in a professional manner.
Agility	◯ ◯ ◉ ◯ ◯	Identifies and manages required change and the associated risks: • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan	This position is expected to operate efficiently within a fast-paced environment with multiple conflicting and/or changing priorities. Coordinating calendars and facilitating the flow of timely information requires focus and adaptability to work effectively within evolving constraints.
Develop Networks	◯ ◉ ◯ ◯ ◯	Works on maintaining close relations with all stakeholders: • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques	This role involves the coordination of information and scheduling across a variety of stakeholders and relies on a effective network of contacts to successfully support the DMO.
Drive for Results	◯ ◉ ◯ ◯ ◯	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	This role works collaboratively with other administrative support staff in CPE to support consistency, quality and proactively address the administrative needs of the DMO

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

Coordinator Senior Administration - 313ES01