

Update

Ministry

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Current 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

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

- Lead contact for the Financial Administration Unit in the Sector and leading on financial forecasting and budget tracking support for the Director and leadership.
 - Providing tracking and coordination for operational initiatives
- Also elaborated scope under each of the existing responsibilities.

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Director's Administrative Support will provide a range of senior level administrative support functions to Learner Supports Branch. This position is responsible for performing a lead role to coordinate the delivery of administrative support services to the Director, Learner Supports

Branch, and the branch units, as required. Major responsibilities of this position include:

- Providing confidential administrative assistance and support to the Director.
- Lead contact for the Financial Administration Unit in the Sector and leading on financial forecasting and budget tracking support for the Director and leadership.
- Provides Action Request Tracking System (ARTS) support to the Director.
- Providing tracking and coordination for operational initiatives.
- Providing administrative support for branch staff and may be required to coordinate meetings.
- Providing administrative support for general office administration including financial, supervisory, human resources components and records management.

Responsibilities

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

1. Provides confidential administrative assistance and support to the Director.
 - Provide administrative support for the Director.
 - Manage and track correspondence including letters or emails on a regular basis for the Director's signature.
 - Provide necessary information and interpretation to the Director concerning administrative policies and procedures such as claiming travel expenses, staff development, ministerial correspondence, briefings and action requests.
 - Assist with preparing meeting materials, for the Director which may include making travel arrangements, and preparing expense claims for the Director and branch staff, as required.
 - Cross-training with administrative support for the Office of Student Attendance, and Reviews by the Minister, Complex Educational Needs Tribunals, and for Services for Students with Visual Impairments.
 - Provides support for cover-off for other administrative staff within Program and System Support Division office during their absence (illness/vacation) and/or to meet critical deadlines.
2. Provides Action Request Tracking System (ARTS) support to the Director.
 - Lead the coordination of assigning and tracking AR requests / Alberta Connects / Ministerial Calls assigned to the business unit, by:
 - assigning, tracking, researching and processing requests;
 - preparing information if assignments are unclear to seek direction on how to assign;
 - ensuring quality control at the branch level by formatting, editing/proof-reading draft documents;
 - creating Action Requests at the branch level, as applicable;
 - liaising regularly with Correspondence Unit / Executive Director's office about extensions / concerns / questions related to requests (clarity of task, timelines);
 - maintaining Central Record filing system of both electronic and paper copies.
 - This may include drafting and reviewing content of ministerial correspondence, letters, memoranda, briefing information and reports, as well as ensuring information is accurate.
 - Will be responsible for ensuring that key messaging is up to date, through coordination with unit subject matter experts.
 - Assist the Director by researching files to gather relevant information to coordinate a response on a specific topic. This may include liaising with the Executive Director's office regarding outstanding issues to update and provide information as required.
3. Provides support for branch staff and meetings.
 - Organize meetings and activities including booking facilities, arranging hosting, sending invitations, preparing handout materials and binders, recording proceedings of meetings, and providing follow-up as necessary.
 - Provide administrative support for telecommunications, and maintaining contact lists for the branch and for various committees and meetings.
 - May be required to assist with planning and coordination committees and meetings, including special events such as conferences, forums and focus groups, including logistics, materials and technology support.

4. Providing administrative support for general office administration including financial, supervisory, human resource component and records management to the Director.

- Lead for staff onboarding and close out (i.e., user transfer requests for the branch).
- Processing budget expenditures by reviewing expense claims and invoices, verify branch payables and forwarding to Director for approval and submission, as necessary.
 - Tracking invoice payments;
 - Primary liaison with Financial Admin Unit in the Sector and with legal services finance contact.
- Track leave requests, and liaise the Executive Director's Office, as required
- Ensuring processes are in place for cover-off during expected and unexpected staff absences, and providing assistance in assigning administrative duties to others on the administrative support team.
- Providing branch orientation to new staff by:
 - orienting staff to the floor, supply room, kitchen etc. and giving them a floor map;
 - advising staff of the fire procedures and letting them know where the muster point is;
 - advising staff of the Business Continuity Plan (BCP); and
 - informing staff of the branch drive/SharePoint/1GX/ etc.
- Lead the search of relevant files and electronic systems for relevant information for Freedom of Information and Protection of Privacy requests and report on same to Executive Directors office.
- Tracking and reporting on branch budget expenditure financials, including accrued liabilities.
- Assisting the Director in coordinating Business Continuity Plan (BCP) updates.
- Mentoring, training, and advising new administrative support in their role.
- Disseminating information to and from branch.
- Supervising temporary administrative support staff as required.
- Facilitate course and conference registration process for staff members.
- Complete other administrative duties as required.

Problem Solving

Typical problems solved:

Time management skills are essential as this position supports differing operational units within the Learner Supports branch. The role requires the ability to balance diverse and occasionally conflicting priorities of individuals representing a variety of projects and programs.

Ability to communicate effectively is essential (e.g., internal clients, including other branches in the sector, divisions and ministries as required), as well as external stakeholders.

This position requires the ability to independently use diverse software including, but not limited to, Adobe Acrobat, and Microsoft Office (Excel, PowerPoint and Word) and data bases (ARTS, 1GX, OSAR). Supporting others' in their use of software and data bases as well as problem-solving and resolving IT issues.

This position works within the parameters of established department, division, sector and/or branch, policies, processes and procedures.

Types of guidance available for problem solving:

The Director provides general objectives and direction, with this position having considerable latitude to determine priorities on a day-to-day basis. Access to the Director can be as needed, with regular scheduled daily check ins, to more in depth weekly / bi-weekly check-ins. Administrative issues or other issues without established policies, processes and guidelines are discussed with the Director and Executive Director office staff, and supported through other Director's Admins.

Direct or indirect impacts of decisions:

The position operates within the parameters of established ministry and government policies, processes and procedures. Decisions and recommendations made directly impact the effectiveness and efficiency of the Learner Supports branch operations.

Key Relationships

Major stakeholders and purpose of interactions:

This position has ongoing contact with:

- staff working in the Learner Supports branch as well as other operational areas in the Education Supports Sector;
- staff in the Office of the Executive Director regarding completion of Action Requests and updating of sector documents.

This position also will have contact with staff in the Assistant Deputy Minister's Office.

Required Education, Experience and Technical Competencies

Education Level

High School Diploma

Focus/Major

2nd Major/Minor if applicable

Designation

If other, specify:

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

This position requires:

- well developed written/verbal communication, and proofreading skills, as well as excellent interpersonal skills;
- excellent organizational and time management skills;
- working knowledge and understanding of Alberta Government's branch and department regulations and procedures;
- knowledge of department and branch organization structures;
- skills MS Office (Excel, PowerPoint, Word, Teams, tasks, and SharePoint), Adobe Acrobat, ability to navigate internet sites and SharePoints, ARTs, 1GX, etc.;
- ability to work independently with attention to detail;
- ability to work within a team-based environment; and
- high degree of clarity, professionalism, and initiative.

This position requires a high school diploma and several years of experience including experience with diverse software (word processing, spreadsheets, databases).

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	<ul style="list-style-type: none"> • Review priorities and current activities of the branch; tracking Action Requests, gathering data, observing patterns and summarizing them for Director and senior leadership.

Creative Problem Solving	○ ● ○ ○ ○	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <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 	<ul style="list-style-type: none"> • Make conscious effort to broaden perspective and thinking. • Develop ideas and approaches to improve efficiency and effectiveness of work routines (e.g, creating tracker to enable data from completed action requests and consultations to be analyzed for trends, emerging shifts, workload, etc.; categorizing emails in a shared mailbox so that they are easy to track and grouped for accountability and assurance of stakeholders).
Drive for Results	○ ● ○ ○ ○	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<ul style="list-style-type: none"> • Utilize most effective software to complete task; proficiency with proofreading and editing; and, providing comprehensive support for meetings.
Agility	○ ● ○ ○ ○	<p>Works in a changing environment and takes initiative to change:</p> <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 support to change appropriately • Works creatively within guidelines 	<ul style="list-style-type: none"> • Remaining calm and positive in changing priorities; • Flexible with changing processes; • Collaborating with and supporting other operational areas when required.