

Working Title Compliance Assurance Team Lead		Name Vacant	
Position Number TBD	Reports to Position No., Class & Level SM1	Division, Branch/Unit Regulatory Assurance Division- Southern Region	Ministry Environment and Protected Areas
Present Class Technologies 7		Requested Class Technologies 7	
Dept ID	Program Code	Project Code (if applicable)	

**PURPOSE:**

Reporting to the Compliance Manager (CM) this position provides leadership as the most senior peer to the regional compliance team comprised of inspectors and investigators. This position coordinates the development and delivery of annual operational plans, leads provincially significant Compliance undertakings, and mentors and coaches peers, ministry staff, and external stakeholders to ensure skill/knowledge transfer. Additionally, the position performs the duties of an Environmental Protection Officer (either as an inspector or investigator).

This position is a succession planning position that builds the skills and abilities of potential management candidates, thereby assisting the Compliance management team as well as individual Environmental Protection Officers (EPO) in achieving their career development goals.

The focus of the position is to provide the first line of leadership for compliance staff. Secondary to the leadership responsibilities are the technical responsibilities as a member of the compliance team, which involve working with industry stakeholders, municipalities, varying levels of government, and to the Alberta public. The position must demonstrate a full understanding of the departments 3 core Compliance objectives of Education, Prevention, and Enforcement. The technical component of cumulative effects management in relation to our environmental compliance program, coupled with successful program delivery of education, prevention and enforcement will provide leadership to field staff and support to the Compliance Manager.

This position may require the appointment as a Peace Officer and assumes additional responsibilities complimentary to management in functional core business aspects and those responsibilities invested on persons of authority.

## RESPONSIBILITIES AND ACTIVITIES:

### **Advise, educate and provide leadership to staff within the Compliance working unit and with a focus on coaching and development of both new and existing staff.**

- Provides guidance on technical matters such as educating new and existing staff on policies and procedures, explaining or responding to complex operational issues, and reviewing the work and files of peers.
- Assists the CM with setting priorities for day-to-day duties of EPO team using established triage and prioritization processes. Addresses appropriate cover-off concerns.
- Coordinates peer reviews of EPO work and report results to the CM, providing input into performance reviews.
- Works with the CM to find solutions to performance and employee relations issues.
- Assists the CM in screening applicants, developing the interview plans, and participating as an interview panel member.
- Initiates and leads staff meetings when there is an opportunity to share knowledge, build team cohesiveness, and coach compliance staff. For staff meetings pertaining to program enhancement and planning, the position assists the CM in preparing and developing content, building the agenda and facilitating discussion at the meeting. The position also coordinates and facilitates meetings in conjunction with other government agencies, boards and departments such as the AER, AgFor, Energy, etc.
- Communicates messages related to program enhancements or changes to the compliance staff on behalf of the CM. Liaises between compliance staff and managers to identify key issues and participate in resolving issues where required.
- This position is the designated Acting CM in the manager's absence.

### **Lead various compliance program enhancement initiatives and projects on behalf of the Region compliance team, ranging from assisting with the development of the operational plan to determining how the region's compliance activities integrate with AEP's cumulative effects management approach and system.**

- Acts as the critical liaison at the incident level, providing the first line of communication and interaction with stakeholders and clients (both internal and external) requiring resolution to their issues and concerns. The position uses its expertise to explain various procedures, policies, and regulations and seeks to effectively bring closure to an issue before it escalates to the CM.
- Assists the CM in the annual update and development of the Compliance unit's operational plan by gathering information and background material in the analysis of strategic compliance information to plan for potential emerging issues. Works with the CM to ensure coordination and implementation of the annual inspection plans. Reviews and ensures inspection and investigation tracking tables are being consistently used and updated. The position seeks continual improvement of the inspection program, having conducted audits throughout the previous year to determine effectiveness through the evaluation of trends.
- Conducts quarterly audits of the inspection program to ensure timelines for completing the target number of inspections is met. The position actively coaches and mentors staff to ensure they meet their annual workload targets. The position shares data gathered from audits quarterly with the CM.
- Collaborates with other team leaders and specialists in the department to assist in the development of compliance assurance activities to manage regulated sectors.
- Participates in the development of briefing notes, Action Requests and Information Requests, assisting the CM in responding to stakeholder's concerns and issues pertaining to compliance and enforcement events or activities within the region.
- Assists in the development of the Compliance Annual Report on a regional and provincial basis.
- Participates in the Provincial Compliance Operations Team (PCOT) meetings where appropriate, such as

## RESPONSIBILITIES AND ACTIVITIES:

when the CM is unable to attend or to present information on a program enhancement.

- Shares best practices that will lead to continuous improvement and enhancement of the compliance program within AEP to ensure provincial consistency.

### Conduct investigations or inspections and coordinates compliance activities within the region.

- Performs assigned investigator/inspector duties in accordance with compliance policy, standards and procedures.
- The position coordinates activities of an inter-disciplinary team of specialists and subject matter experts to collect and analyze evidence as well as organizing multi-media inspections, sweeps and complex inspection plans.
- Liaise with other agencies such as police and fire departments, municipal agencies and federal and provincial bureaus.
- Reviews comprehensive inspection files and investigation packages for relevance and completeness.
- Remains current on compliance assurance management protocols and technologies. Incumbent may be required to operate Emergency Response Vehicles

## SCOPE:

This position is a recognized leader among its peers, providing a central point of contact for compliance staff on both technical and administrative matters. It is expected to be very knowledgeable on compliance assurance, risk assessment and stakeholder collaboration, as well as one or more technical specialty areas associated with the EPO role. The position impacts all staff within the unit as a mentor and coach, and contributes to regional planning activities as a member of the Compliance Assurance Lead team.

Specifically, the position:

- Provides key program direction to staff classified as technologies 4-6 by assuming a leadership function within a specific team in program development and delivery
- Provides direction to compliance teams consisting of inspectors and investigators while working on specific files.
- Assists with direction of administrative support staff on project work
- Acts as Compliance Manager (during CM absence).

## KNOWLEDGE, SKILLS & ABILITIES:

This position requires a two year college diploma in a directly related field (such as environmental management and compliance) plus at least 7 years' experience in a technical compliance or enforcement role. Additional education may be considered in lieu of experience on a 1 year for 1 year basis. Additionally, the position requires the following knowledge, skills, and abilities:

- Excellent people skills and has the ability to build a strong team and functional work unit.
- Strong understanding of the duties required of an Environmental Protection Officer.
- Communication, facilitation, conflict resolution, time-management, and policy development skills.
- Technical knowledge of compliance and enforcement activities, including an excellent grasp of the

#### **KNOWLEDGE, SKILLS & ABILITIES:**

natural and applied sciences required to collect and assess technical environmental information, identify emerging issues and trends and examine the risks to the environment, human health and the department.

- Knowledge of ministry legislation, regulations, policies, and procedures pertaining to compliance and human resources.
- Possesses a good understanding of the applicable regulatory and non-regulatory tools to facilitate management actions in the implementation of regional plans or management frameworks.
- Possesses a good organizational knowledge and advice for the development and implementation of the Provincial Compliance Assurance program.
- Has the ability to function within a complex, diverse, and changing work environment, with emphasis on support for the transition to province-wide cumulative effects management system. This position must be able to quickly assess complex situations, make effective use of well-developed problem-solving skills, be able to effectively complete assigned duties with identified timelines, and make decisions about how to proceed in situations where complete information may not always be available.
- Possesses analytical skills, independent decision making skills, conflict resolution skills required to manage the expectations of a wide variety of stakeholders and government organizations.

#### **CONTACTS:**

Communicate professionally and effectively with a wide range of internal and external clients, including stakeholders such as direct reports, departmental staff, sand and gravel facility operators, large industrial facilities, waste management companies, utility industry representatives, contractors, commercial recreation operators, First Nations representatives, grazing lessees, professional consultants, municipalities, local and provincial government agencies, conservation groups, special interest or user groups, and the general public, in order to convey pertinent departmental information on policies, procedures and application of legislation and to assist in issues resolution. A high degree of professionalism must be maintained during contacts with external groups/agencies/individuals during meetings, workshops, seminars, and conferences.

#### **SUPERVISION EXERCISED:**

This position is a supervisory position. It is responsible to create, monitor and track performance agreements for staff. This position will be responsible for the day to day supervision of staff, conduct audits of staff performance. Report to the CM on inspector/investigator progress and outputs. Supervises up to seven (7) EPOs.

#### **CHANGES SINCE LAST CLASSIFICATION REVIEW:**

No changes to job function. Updated to reflect current ministry and organizational structure.