New

Ministry

Public Service Commission

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Senior Program Delivery Specialist

Requested Class

Program Services 4

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Learning, Engagement & Talent Management, L&E

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Director, L&E Program Delivery

Supervisor's Current Class

Senior Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Learning and Engagement (L&E) Branch provides strategic leadership and direction for the design and delivery of learning and engagement programs for the Alberta Public Service (APS). The Branch allows the public service as a whole to meet essential and complex goals, by ensuring learning, development and engagement programs support and enable achievement of government's strategic business objectives by developing staff capacity across the organization.

Reporting to the Director, Learning and Engagement Program Delivery, the Senior Program Delivery Specialist leads the delivery of complex and high-impact recognition programs, cohort programs, and training initiatives that build APS capability to deliver on government priorities. The position provides expert advice on program implementation, develops innovative delivery models, and ensures operational excellence across multiple lines of business in collaboration with senior leaders and cross-ministry partners.

Responsibilities

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

1. Program Stewardship
To ensure high-impact programs are delivered effectively and sustainably across the organization, the position undertakes activities such as:
- Leading the planning and implementation of large-scale or complex program delivery initiatives;
- Advising on program content to ensure alignment with strategic priorities and quality standards;
- Establishing evaluation frameworks to monitor program effectiveness and recommend strategic enhancements;
- Anticipating delivery risks and developing mitigation strategies;
- Providing expert advice to leadership and stakeholders on program delivery best practices.

2. Operational Efficiency
To ensure optimal use of resources and effective program delivery, the position undertakes activities such as:
- Designing and implementing systems to improve program delivery efficiency;
- Analyzing program data to identify systemic issues and recommend strategic solutions;
- Advising leadership on resource allocation to maximize program impact;
- Establishing performance measures and benchmarks for operational efficiency;
- Leading initiatives to integrate innovative tools, technologies, or processes into program delivery.

3. Project Coordination
To lead the successful delivery of complex program projects, the position undertakes activities such as:
- Leading project planning for large-scale or multi-stakeholder initiatives;
- Defining project scope, deliverables, and timelines in alignment with strategic priorities;
- Anticipating and mitigating project risks to ensure successful outcomes;
- Providing expert guidance to project teams on delivery best practices;
- Evaluating completed projects to identify lessons learned and inform future initiatives.

4. Stakeholder and Client Engagement
To cultivate partnerships that enhance program delivery, the position undertakes activities such as:
- Leading stakeholder engagement for high-impact or cross-ministry initiatives;
- Negotiating agreements or solutions to complex delivery challenges;
- Establishing formal feedback mechanisms to guide program delivery improvements;
- Advising leadership on stakeholder priorities and concerns;
- Representing the division on committees and working groups.

5. Content Development
To lead the development of innovative and impactful program content, the position undertakes activities such as:
- Leading content development and ensuring alignment with organizational priorities and strategy;
- Overseeing the design and integration of new delivery methods and technologies;
- Establishing quality and evaluation standards for program materials;
- Advising on content trends, innovations, and emerging needs;
- Coordinating implementation of final approved content for major program initiatives.

6. Leadership and Accountability – To cultivate a culture of an accountable, high-performing team, the position undertakes activities such as:
- Exercising appropriate judgement, within the framework of established protocols, when completing tasks;
- Fostering a culture of mutual trust and respect among colleagues and leadership;
- Cultivating a strong commitment and ethic toward service excellence;
- Assuring appropriate maintenance and security of records, including appropriate disposition of transitory information;
- Ensuring assignments are delivered on time and meet the requirements of management.

Problem Solving

Typical problems solved:

The Senior Specialist manages complex delivery challenges that can span multiple programs, advising the Director on priority trade-offs and making decisions within delegated authority to keep work on track. They anticipate and resolve high-impact stakeholder issues, develop and implement solutions for systemic delivery inefficiencies, and lead improvement initiatives that enhance outcomes across the portfolio. The Senior Specialist also leads significant change initiatives within Program Delivery, ensuring stakeholder alignment, minimizing disruption, and embedding improvements into ongoing operations.

Types of guidance available for problem solving:

The Senior Specialist operates under the strategic direction of the Director, with considerable latitude to determine approaches for problem solving. They are expected to exercise expert judgment in developing solutions to complex or sensitive issues, seeking input from the Director primarily on matters with significant APS implications or requiring executive approval.

Direct or indirect impacts of decisions:

Decisions made by the Senior Specialist have a direct impact on the successful delivery of multiple enterprise programs that serve all APS employees. Effective decisions improve cross-program coordination, maintain stakeholder alignment, and enhance operational efficiency, while misjudgments can have APS-wide repercussions for program credibility, resource allocation, and the APS's ability to deliver high-value learning and recognition initiatives, which can affect the department's ability to deliver necessary corporate services.

Key Relationships

Major stakeholders and purpose of interactions:

Primary contacts (daily):
Director – Strategic and tactical direction, priority setting, and delegated decision-making for program portfolio.
Branch staff (including other work units) – Lead coordination across multiple programs, address operational challenges, and integrate improvements.
APS stakeholders/clients – Manage relationships across ministries, resolve complex delivery issues, and build consensus on program approaches.

Secondary contacts (frequent):
Executive Director – Strategic updates, advice on high-impact decisions, and escalation of major risks.
Corporate service teams and vendors – Secure specialized services, address contractual or operational issues, and ensure alignment with program goals.

Other contacts (occasional):
Cross-ministry partners – Share information, align on joint initiatives, and obtain consensus on proposals.
External partners – Share information as appropriate, collaborate on projects.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Public Administration		

If other, specify:

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

- Experience leading the delivery of multiple programs or complex projects with enterprise-wide reach.
- Experience engaging with senior stakeholders to align delivery approaches with strategic priorities.
- Experience developing and implementing process improvements with cross-program or cross-ministry impact.
- Extensive knowledge of governance of relevant programs, ministry business plans, and the broader political environment in which the APS operates.
- Comprehensive knowledge of project coordination strategies, research methodologies, and data analysis to support strategic recommendations.

- Theoretical knowledge of employee engagement and learning and development best practices and interrelationships between APS programs and governance structures.
- Ability to think strategically, anticipate risks, and develop solutions to complex program delivery challenges.
- Ability to resolve conflicts to facilitate long-term change and build consensus among diverse stakeholders.
- High-level written and verbal communication skills to influence senior audiences and convey issues with broad social or political implications.
- Proficiency in Microsoft Office applications and ability to integrate new technologies into program delivery.

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
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	Position must be able to prioritize and manage competing priorities. Also pivot between emerging issues and day to day requests (i.e. branch urgent requirements, ministry announcements and mandates).
Drive for Results	○ ○ ○ ◉ ○	Works to remove barriers to outcomes, sticking to principles: • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission	Position is required to achieve results on priorities despite ambiguity in process, evolving challenges, and tight timelines.
Build Collaborative Environments	○ ○ ◉ ○ ○	Collaborates across functional areas and proactively addresses conflict: • Encourages broad thinking on projects, and	Position must work in a proactive, collaborative and integrated fashion to support ongoing initiatives. Must be a team player, with clear

			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	communication to ensure competing client needs are addressed.
Systems Thinking	○ ○ ◉ ○ ○		Takes a long-term view towards organization's objectives and how to achieve them: • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration	Position must integrate different types of policies and client priorities to identify the correct solution to each problem.

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

024PS56 Senior Investigator; 024PS60 Senior Planning Officer