

New

Ministry

Service Alberta and Red Tape Reduction

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Manager, Regulation and Administration

Requested Class

Manager (Zone 2)

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

CRSS, Consumer Services/Consumer Programs

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Director, Consumer Programs

Supervisor's Current Class

Senior Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Director, Consumer Programs, this is a new position that will be responsible for managing a diverse group of professional and administrative staff in the new Regulation and Administration Unit. The position is being established to enhance oversight and leadership within Consumer Programs by establishing a management position more directly responsible for the handling of statute administration (licence and registration issuance, administrative enforcement, security claims) and regulatory compliance. Works with the Manager, Market and Industry Standards (to be renamed Market Standards) to ensure administration and enforcement processes are consistent and appropriate across Consumer Programs.

Key responsibilities oversight of administrative enforcement processes under the *Consumer Protection Act*, licensing and registration processes under Consumer Programs' Acts and regulations; ensuring appropriate administration of security claims; oversight coordination of legislative responsibilities with delegated regulatory bodies; oversight and completion of a significant number of action requests for Minister, MLAs and Premier; responsibility for provincial obligations in relation to labour mobility and trade agreements in relation to sectors regulated by Consumer Services,

and providing key advice and assistance to the ADM, DM and Minister on a variety of consumer protection issues under tight timelines.

Responsibilities

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

- Oversee the administration of statutory requirements and regulatory frameworks
 - Providing oversight and direction to Statute Administration staff with respect to enforcement actions, security claims, appeals, and compliance processes under the *Consumer Protection Act*.
 - Providing oversight and direction to Business Licensing Unit staff with respect to licensing and registration processes including security requirements, applicant screening, and IT processes.
 - Ensuring that policies and processes are in place for administrative processes including security claims, arbitrations, appeal disclosure, and licensing and enforcement history.
 - Taking enforcement actions for legislative contraventions by regulated entities, including applying administrative penalties, issuing Director's Orders, entering into undertakings, and taking licensing action as a delegated Director under the Acts administered by Consumer Services.
 - Maintain good working knowledge of consumer related statutes and assist others (internally and externally) in addressing issues or interpretations of those statutes.
 - Take necessary action to develop suitable policies and standards.
 - Ensure accurate information is provided to the public.
 - Provide training where required.
- Direct and manage the Regulation and Administration Unit to address the needs of the Consumer Services Branch in the areas of consumer policy initiatives and legislation by:
 - Ensuring accurate research, problem solving, information sharing and communication is maintained as it may relate to program development and project initiatives
 - Coordinating initial development of responses or advice for senior management regarding stakeholder issues, public inquiries, legislation and policies through research, briefing notes, and action requests.
 - Working co-operatively and collaboratively with others regarding the development of legislation, policy and procedures, and performance measures.
 - Supporting senior management and staff in the development of solutions to complex issues by coordinating contacts and research, including discussions with regulated entities and other jurisdictions.
 - Ensure accurate and timely completion of assignments is maintained within the unit.
 - Participate in, oversee, and provide feedback on responsibilities for labour mobility, trade, and intergovernmental agreements related to Consumer Programs legislation.
 - Supporting policy development by senior management and dissemination of advice and information by statute administrators
 - Developing, implementing and reporting on the unit's operational plan in support of the SARTR Business Plan
 - Overseeing the day-to-day functions of the unit, and ensuring essential services are provided to the public
 - Ensuring AMVIC reporting requirements are completed in accordance with the legislation and agreements in place with ministry.
 - Promoting ongoing training and learning opportunities for staff to develop skills and abilities that are needed to perform their duties as well as personal development.
- Maintain effective working relationship with others (internally and externally) towards achieving the departmental goals.
 - Ensure open and effective relationships between Regulation and Administration, including the Business Licensing Unit, and the Market and Industry Standards Unit (to be renamed Market Standards), Strategic Policy, Education and Innovation Unit, the Compliance and Accountability Unit responsible for

inspections, and the Consumer Investigations Unit, as well as other relevant departmental branches.

This position provides critical resources to the Branch including project management leadership and research. In addition, the position is responsible for ensuring services are provided within the framework of the GOA goals, general policies and principles, the Department Business Plan and the Branch Operational Plan.

The following outlines some of the functions the position has responsibility and accountability for:

- coordinating completion of key activities for the branch that tie into the overall Business and Operational Plan.
- managing staff performance, facilitating developmental opportunities and ensuring Human Resource strategies are consistently applied to all employees in the work unit.
- development and implementation of policies and procedures and performance standards to ensure quality service delivery.
- establishing appropriate levels of contact with external stakeholders to promote program initiatives and routine program operations.
- administering and overseeing administration of the *Consumer Protection Act*;

Problem Solving

Typical problems solved:

Working within broad legislative framework balance the interests of key stakeholders and the public with those of the department. This includes the need to support and explain current legislation or provide solutions to address complex issues impacting those parties who feel unfairly treated within the legislation and programs administered.

Handling of administrative enforcement files within the legislative and regulatory framework and administrative/natural justice standards.

Working with staff to ensuring that administrative files and licensing applications are handled within legislative and policy frameworks in a consistent, fair, and timely manner.

Types of guidance available for problem solving:

Branch and Ministry policies, Director, Senior Management and Legal Services.

Direct or indirect impacts of decisions:

Successful compliance and enforcement under Consumer Programs legislation, legislative and regulatory changes, efficiency of Consumer Programs licensing and registration processes, and awareness and education of key stakeholders with respect to Consumer Programs legislation

Key Relationships

Major stakeholders and purpose of interactions:

Internal to Government:

- Consumer Programs staff, inclusive of Statute Administrators, licensing staff, Manager of Market and Industry Standards (to be renamed Market Standards): provide guidance, direction, oversight in accordance with unit priorities
- Other Consumer Services Directors/Staff: provide input, coordinate policy, ensure legislative development and awareness efforts align with consumer needs, administrative standards, etc.
- Consumer Investigations Unit, Compliance and Accountability, Contact Centre: Contacts on statute administration, enforcement and legislation, regulatory input, etc.
- Legal Services: Obtain legal advice and input on legislation/regulation or on operational matters
- Justice Civil Law: As required in relation to appeals and civil litigation matters
- Provincial/Federal counterparts: Coordination on national and cross border consumers issues and approaches, obtain/share input on regulatory matters and policy development, trade and intergovernmental agreements
- Other departments - Provide input/feedback on legislative/regulatory changes that intersect with consumer protection issues or legislation

External to government

- Delegated regulatory organizations - Ensure Alberta Motor Vehicle Industry Council is operating in accordance with legislation and administrative agreements
- Individual businesses and associations: Obtain input on legislation/regulation, administer legislation, ensure legislative/regulatory compliance through awareness and enforcement

Required Education, Experience and Technical Competencies

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

If other, specify:

University degree and relevant public sector or industry experience.

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

Knowledge required:

- Legislative standards and interpretation
- Administrative law and natural justice
- Related industries/businesses
- Investigative techniques and laws related to evidence and process
- Consumer marketplace and industry trends and issues
- Government policy and legislative development processes

Skills required:

- Ability to motivate, train and provide leadership
- Managerial/supervisotry skills
- Excellent oral and written communication skills
- Excellent analytical and organization skills
- Consultation and negotiation skills

Essential work experience:

- Statute administration
- Policy and legislative development
- Regulatory enforcement and administration of regulatory processes
- Governance experience

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	☐	☐	☐	☒	☐	Integrates broader context into planning: • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress	Responsible for ensuring that administrative files assigned to Statute Administrators (and own files) are resolved in a manner is that is consistent with the legislation and policy, approach is consistent with expectations of stakeholders and public, and that reduces or eliminates risk to government arising from appeal, etc. through knowledge of

			administrative and natural justice processes, current issues, and changes in case law and precedent.
Creative Problem Solving	☐ ☐ ☐ ☒ ☐	Works in open teams to share ideas and process issues: • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization	Responsible for monitoring market situations, providing advice to key stakeholders (CIU, C&A, ADMO, etc.) on current options available to resolve, possible solutions or responses (legislative, regulatory, or operational) to resolve existing situations that give rise to consumer risk, and long-term legislative or regulation solutions (where appropriate) to prevent reoccurrence.
Agility	☐ ☐ ☐ ☐ ☒	Creates an adaptable environment: • Fosters agility, proactive and flexible practices • Leads and creates momentum for change • Champions plan of action and overcomes barriers through proactive anticipation • Quickly understands and reacts to environment, establishing flexible culture	Ministerial and government direction may result in changes in priorities or approach, which must be considered, without impacting the discretion of statute administrators, while ensuring that consumer protection administrative files are handled by statute administrators in a consistent way that adheres to administrative justice standards.
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	Responsible for oversight of operations and processes tied to several key deliverables, including license and registration processing timelines, administrative file resolution timelines, and security processes under the CPA and CFRA. Requires coordination with internal stakeholders (CIU, Finance, RTRAI), reporting that is provided to the Minister, and adjusting expectations

