

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

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:

Technology integration

- Support the maintenance and development of the digital strategic roadmap, ensuring significant IT projects required to support efficiency and effectiveness are built into the digital strategic roadmap.
- Work with technical experts to identify and implement opportunities for robotic process automation (RPA) and artificial intelligence (AI) to improve the efficiency, effectiveness, and quality of business processes and programs.

Responsibilities Removed:

- Acting as the ministry's Red Tape Reduction (RTR) Lead, the Operational Excellence Analyst will:
 - Work directly with program areas to conduct red tape reduction reviews to quantify and validate the department's count of regulatory requirements;
 - document efforts and initiatives that have reduced red tape;
 - assist program areas in identifying opportunities for red tape reduction;
 - represents the department when working with the ministry of Service Alberta and Red Tape Reduction (SARTR), the cross-ministry Red Tape Reduction Community of Practice, and red tape reduction subcommittees as applicable;
 - update and maintain several red tape-related databases; and
 - provide annual and ad hoc reporting on departmental red tape for SARTR.

Job Purpose and Organizational Context

Why the job exists:

This position is accountable for leading efforts to reduce administrative burden, improve service delivery, and increase efficiency in public-facing and internal services. To be effective, this position must utilize operational excellence methodologies and principles, demonstrate exceptional communication skills, and have the ability to build and maintain strong working relationship with stakeholders at all levels of the organization. This ensures the department continuously improves its processes and programs and a culture of continuous improvement is fostered and grown within the department.

Responsibilities

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

Operational Excellence

- Utilizing Operational Excellence and Business Process Management expertise, function as an internal consultant and driver for business process improvement in the department by leading operational excellence workshops, process mapping sessions, and projects with internal clients.
- In consultation with the Manager, Operational Excellence and Digital Transformation and the project sponsor, develops and reviews project deliverables, strategies, work plans, schedule estimates, and implementation plans, and resolves or escalates more complex issues.
- Identify and assess opportunities and issues throughout the department for documenting existing processes, identifying potential improvements (including using automation), and the development of new processes.
- Working closely with project sponsors, provide a key role leading business improvement programs and projects to optimize efficiency and effectiveness of various department processes:
 - Consult with business areas/project sponsors on business objectives, identify appropriate alternatives, and recommend and guide implementation of preferred solutions.
 - Complete detailed analysis and documentation of business objectives, processes, and procedures.
 - Lead and facilitate the development of current and future critical processes, process maps, and procedures.
- Responsible for providing information, recommendations, and engagement with business areas in support of defining, designing, and facilitating the implementation of continuous improvement projects to ensure activities and initiatives are aligned with strategic business objectives and are integrated vertically and horizontally across the department.
- Utilizing the Lean Six Sigma process improvement methodology, perform complex statistical analysis of data to make inferences about process performance and capability.
- Identify high-burden processes and recommend simplifications.

- Lead and facilitate business process reviews with multi-disciplinary stakeholders, including re-engineering or designing internal business processes.
- Provide guidance to program areas on the development of performance metrics, data collection, and analysis of process improvement opportunities to enable evidence-based decision making and ensure process changes achieve intended results.
- Provide comprehensive assistance to the Manager in the leadership, development, implementation, and evaluation of process improvement standards and best practices:
 - Provide advice and research in relation to assessing impacts from implementation of desired future state and creation of implementation plans for seamless transition and minimal disruption to the business.
- Play a key role in challenging the process and will question the current way of doing things, including considerations of people capacity, workflow, change leadership, and technology.
- Take a leading role in building a culture of continuous improvement within the department.

Technology integration

- Support the maintenance and development of the digital strategic roadmap, ensuring significant IT projects required to support efficiency and effectiveness are built into the roadmap.
- Work with technical experts (including the Process Improvement & Automation Specialist) to identify and implement opportunities for robotic process automation (RPA) and artificial intelligence (AI) to improve the efficiency, effectiveness, and quality of business processes and programs.

Change Management

- Support departmental change management efforts to ensure that changes are implemented in accordance with the business unit and organizational objectives and priorities:
 - Incorporate change management principles into all projects and programs. Provide support from a process improvement perspective to ensure that changes can be translated from high-level business objectives into feasible and efficient business and operational processes.
 - Analyze changes to processes and assess the impact on the organization and business area.
 - Lead and implement change management processes by facilitating end-user involvement and developing and executing communication plans.
- Create change management plans and communications to support organizational change management initiatives.
- Leads change and training strategies for new initiatives.

Program Administration

- Utilizing advanced research skills, complete literature reviews, benchmarking, and trends analysis to produce recommendations and support evidence-based decision making.
- Contribute to the development of responses to Action Requests and/or briefing materials for senior leadership including the Assistant Deputy Minister, Deputy Minister, and the Minister.
- Monitor and report on Red Tape Reduction outcomes.

Training and facilitation

- Develop, maintain, and deliver presentations, training, and workshops related to operational excellence, project management, business process management, and other topics as required.
- Create and deliver executive-level presentations and documents as required, including preparing briefings, reports, and presenting to Executive Team and senior departmental leadership.

Stakeholder collaboration

- Collaborate with members of the Strategic Performance and branch on joint endeavors (e.g., seek change management support or resources from members of the Corporate Harmonization and Change Management team).
- Participate in various working committees for corporate initiatives (e.g., Data Working Group).
- Manage and provide coaching and mentorship to project stakeholders and team members when leading projects and department-wide initiatives.
- Demonstrating exceptional interpersonal and communication skills, builds consensus, influences others, and mediates conflict.
- Often working with stakeholders with non-technical knowledge, this role is responsible for synthesizing and communicating information to ensure common understanding among all.
- Engage stakeholders to identify pain points.

Problem Solving

Typical problems solved:

The Operational Excellence Advisor faces significant challenges in driving continuous improvement initiatives. A major hurdle is resistance to change, as employees and leaders may cling to traditional methods, creating cultural inertia. Cross-functional silos and lack of leadership support further impede progress, leaving initiatives under-resourced or misaligned with business goals. Sustaining improvements is difficult when organizations revert to old habits, especially without standardized processes or consistent implementation. Data challenges, such as poor metrics or unreliable tracking, hinder evidence-based decision-making, while unrealistic expectations pressure specialists to deliver quick wins rather than long-term value. Additionally, resource constraints and employee disengagement limit the effectiveness of improvement efforts, particularly when tools and methodologies are prioritized over cultivating a true culture of operational excellence. These obstacles collectively make it challenging to achieve and maintain meaningful, organization-wide efficiency gains.

Types of guidance available for problem solving:

Employees or management may resist new processes, process changes, or automation due to fear of job loss, lack of trust, or discomfort with new systems.

Mitigation: Maintain optimism throughout stakeholder interactions and foster persuasion skills, clearly articulating how process changes and automation will enable staff and team members to be more successful in their roles and for the benefit of the larger team (e.g., reduced workload, fewer errors, etc.). Be aware of sensitivities that may be intrinsic to certain stakeholders and processes.

This role may encounter difficulties with lack of leadership support.

Mitigation: With the help of the Manager, Operational Excellence and Digital Transformation, the Director, Organizational Effectiveness, and the Executive Director, Strategic Performance and Innovation, build support for operational excellence work by demonstrating the benefits of the work (this may include using testimonials or case studies from within the department).

This role may encounter difficulty driving deadlines on projects that may not be a priority for staff and ensuring engagement as required.

Mitigation: Understand competing priorities for various business areas and how they may link to operational

excellence projects. Be aware of concurrent deadlines and set expectations and urgency with stakeholders as required.

The Operational Excellence Advisor may encounter difficulty with sustaining improvements.

Mitigation: Create control plans which outline how to sustain the gains achieved through process improvement and schedule periodic check-ins with business and program areas to ensure adherence to the control plan.

The role may encounter difficulties with data accuracy, availability, and measurement.

Mitigation: Where possible, work with internal stakeholders to identify data solutions (including utilizing support from the Corporate Performance Data, Analytics and Evaluation team to help with advanced data analysis and data integrity and measurement issues).

Leadership and project team members may expect immediate results or believe operational excellence and automation can solve all inefficiencies.

Mitigation: Set realistic timelines and expectations up front. Educate stakeholders on incremental improvements. Provide regular progress updates with data-driven insights.

Direct or indirect impacts of decisions:

The decisions made by an Operational Excellence Advisor have both direct and indirect impacts on an organization's efficiency, culture, and bottom line. Directly, their choices influence process optimization, cost reduction, and productivity gains --such as streamlining workflows, eliminating waste, or implementing automation --leading to measurable improvements in processing times, quality, and resource utilization. Their recommendations can also shape key performance indicators (KPIs), ensuring alignment with strategic goals. Indirectly, their decisions affect employee engagement and organizational culture. For instance, pushing for rapid changes without proper buy-in may create resistance, while inclusive, well-communicated improvements can foster a culture of continuous improvement. Over time, their influence extends beyond immediate gains, shaping long-term operational resilience, stakeholder satisfaction, and competitive advantage.

Key Relationships

Major stakeholders and purpose of interactions:

- Manager, Operational Excellence and Digital Transformation/Director, Organizational Effectiveness: To receive support, guidance, and assistance with complex issues and tasks.
- Department staff: To provide guidance on the improvement of processes and procedures. To encourage adoption of process changes. To lead and coach project team members.
- Process Improvement & Automation Specialist: To provide guidance regarding the implementation of operational excellence methodologies. To receive advice about opportunities for automation.

Required Education, Experience and Technical Competencies

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

If other, specify:

Lean Six Sigma Black Belt certification

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

- University Degree such as Bachelor's in Business, Economics, Social Sciences, or related field combined with a minimum of four years of progressively responsible related experience in process improvement, preferably within a complex project portfolio; with responsibility for leading process improvement initiatives that work with tight deadlines and with a high standard quality of work. Equivalencies will be considered.
- Lean Six Sigma Black Belt certification is required.
- Demonstrable knowledge and experience in leading project teams with multiple stakeholders, as well as ability to function independently and contribute effectively within a team environment.
- Training and/or certification in organizational change management (e.g. Change Management training from Prosci), project management (e.g. PMP), Robotic Process Automation (RPA), and facilitation is desirable.

- Has an understanding of how to effectively couple process improvement initiatives with change management and project management disciplines to create awareness and desire for the changes, along with the ability to successfully implement and sustain change.
- Experience or working knowledge of relevant software (e.g. Microsoft Word, Excel, Visio, SharePoint, Outlook, etc.)
- Understanding of government strategic and policy directions and priorities as they relate to the Department; Department business plan, organizational structure and strategic priorities; knowledge of the businesses, services, and processes of the Department; and clients and stakeholders of the department is desirable.
- Knowledge and experience with process improvement methodologies and established process analysis and improvement tools (e.g. process mapping, root cause analysis, statistical process analysis, etc.).
- Ability to conceptualize problems, integrate conceptual and practical problem solving, assess options and implications, and analyze and develop alternative solutions.
- Strong facilitation skills, with ability to lead project team members on specific process improvement activities, stimulating innovative ideas, and synthesizing learnings.
- Organizational and time management skills, including ability to prioritize and manage multiple activities and projects in an ambiguous, fast paced and rapidly evolving environment with multiple priorities and deadlines.
- Strong written and verbal communication skills, including ability to present and articulate complex concepts in a clear and concise manner.
- The ability to work with minimal supervision.

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 	<p>This position is required to interpret various policies and the implications they may have on departments. Must use judgment to determine long-term impacts and implications.</p>
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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 	<p>This position is required to build engagement with staff on projects and initiatives that may not be of interest or have high priority. Must consider and be aware of other needs, priorities, and objectives.</p>

		and perspectives to make choices	
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<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 	<p>This position is expected to provide daily project management to various concurrent projects. Must use experience to handle any challenges and work alongside others to identify new ideas and solutions. Must exercise flexibility to complete ad hoc tasks as required.</p>
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	<p>This position is required to work across the department to encourage the up take of policies, procedures, and processes. Must build relationships and be available to follow through and answer related questions. Must keep key stakeholders informed and up to date on any changes through training and other materials.</p>

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name

Date yyyy-mm-dd

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature

DM Name

Date yyyy-mm-dd

DM Signature