

New

Ministry

Service Alberta and Red Tape Reduction

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Program Analyst

Requested Class

Program Services 3

Job Focus

Policy

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Consumer and Registry Services/MVRA

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Asst. Director, Motor Vehicles

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Alberta privatized the delivery of registry services in 1993 and is one of the only jurisdiction in North America where public registry services are completely offered through a network of individually owned private agencies. There are more than 210 private registry agent locations where Albertans can access registry services. These registry agent locations vary in size, transactional volumes and number of employees. Registry services include Motor Vehicles, Vital Statistics, Corporate Registration, Land Titles, Personal Property Registrations and Alberta Health Care Insurance Plan and Alberta Organ and Tissue Donor Registry registrations and services. Registry agents provide in excess of 10 million transactions annually, impacting an average of 30,000 Albertans every day. Providing consistent, high quality service to Albertans while ensuring personal information is safeguarded, through a private registry delivery system is unique and complex.

The Motor Vehicles program delivers over 120 different services to Albertans and business through multiple delivery channels. Approximately 9 million transactions are done annually resulting in over \$600 million in government revenue.

Working under the direction of the Asst. Director, Motor Vehicles, the Program Analyst provides strong project and

program development, operational support for ensuring development and implementation of advanced program solutions. This involves leading and supporting complex initiatives and operational deliverables that include research, consultation, analysis, recommending legislative and/or policy changes, business application changes, user acceptance testing and change management. The Program Analyst engages with a range of stakeholders including the registry agent network, other jurisdictions, law enforcement, contractors, vendors, internal management, including Transportation and Economic Corridors (TEC) who shares regulatory authority with the Registrar of Motor Vehicles.

The Program Analyst provides leadership and support to implementing regulatory changes, drafts briefing notes, action requests, executive summaries, and is responsible for leading and documenting brainstorming sessions. The analyst also develops business case proposals, supports or leads the drafting of policy/procedure manuals, creates user centric flow charts and is responsible for complex change management including developing relevant material for and hosting stakeholder sessions.

The Program Analyst is responsible for requirements gathering and overall analysis of the Motor Vehicle program and its business applications, which includes planning, developing, and executing user acceptance testing and is key in the implementation of a broad range of projects and strategies. The Program Analyst is a critical advisor on program development initiatives and supports project outcomes and operations of the Motor Vehicles Program. A significant portion of the projects and assignments will arise out of planned strategic initiatives intended to improve Motor Vehicle service delivery. The Program Analyst's purpose is to develop and advance practical and effective end-to-end business solutions.

To be successful in this role, the analyst must have advanced program development skills, policy and technical aptitude and experience with business analysis and change management. The Program Analyst must be detailed oriented, self-motivated, and able to multitask in a fast paced environment that demands agility, and is flooded with ambiguity and changes in direction. This position works within the framework of applicable legislation regulations, polices and procedures.

Responsibilities

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

Requirements Gathering & Analysis - This work tends to be regularly triggered by the emergence of new and/or changed business requirements. The resulting work will revolve around the proper identification, definition and scope of the "business need" in an appropriate manner and format and network with appropriate stakeholders to achieve change. Activities include the following:

- Lead and support projects/initiatives related to strategy development and implementation.
- Identifying the current business needs by interacting with stakeholders through interviews, meetings and direct observation of performed processes.
- Conducting environmental/jurisdictional scans and identifying leading industry development practices in other jurisdictions.
- Collecting available data and researching reference materials on the origins of policy/legislation and/or the best practices, industry trends and standards in order to distill the particular aspects of the most relevant information to the branch.
- Work deliverables include: briefing notes/executives summaries of industry best practices and research; discussion/recommendation papers; policy and procedure manuals; process flowcharts; facilitation and documentation of idea generation (brainstorming) meetings; results and analysis of applicable regulations and legislation and other relevant deliverables.
- Work with vendors and contractors to properly documents business requirements that are delivered through various applications and IT solutions.
- Providing and seeking advice and feedback from subject matter experts and impacted stakeholders.
- Work deliverables include: draft or support the drafting of policy and procedure documents, business case proposals; work effort estimates and resource requirements; technical assessments; readiness analysis; cost

benefit and/or return on investment analysis; facilitation of solution formulation meetings; procurement recommendations /request for proposals.

Change Management and Implementation - Building from the deliverables done in requirements gathering/analysis and solutions development, change implementation finishes up the cycle through the implementation of the program, policy, process, and/or business application change. Work can be scoped as routine assignments up to complex projects with activities such as:

- Lead the research and program development
- Participating as a team member or leading a team to ensure the accepted policy or business application recommendations stemming from analysis and solution is successfully integrated into operations.
- Developing strategies, building plans, training and change management material to ensure the delivery of complex change implementation.
- Monitoring and reporting on the progress of the work initiative. Resolving problems as they arise and escalating issues and concerns if necessary.
- Work deliverables include: writing project charters; preparing and maintaining detailed project plans; providing status reports (written and meeting facilitation); business case write-ups; work effort estimates and resource requirements; technical assessments; hosting training and change management sessions, formal communication plans; post-mortem reports/lessons learned sessions.
- Post implementation review and assessing opportunities for continuous improvement.

Policy Analysis - Plan, draft, or support the drafting of policy documents to support the operational or project driven needs. Develop project Terms of Reference and associated project work plans.

- Coordinate the engagement of stakeholders and consultants/contracted resources as needed.
- Work with Branch Policy and Business Analysts to ensure coordinated strategic regulatory, legislative and strategic outcomes are achieved.
- Engage the participation of stakeholders and other ministry units and/or other ministries.
- Monitor and report on policy deliverables project status and achievements and raise awareness to significant emerging risks.
- Review project and policy deliverables and make recommendations for approval.
- Evaluate projects and apply lessons learned to future projects or process improvements.

Business Support - Development, implement and monitoring of assigned branch policies, projects and changes to business applications.

- Consolidate and analyze relevant data, using subject matter expertise to provide advice, and an understanding of the current state, leading practices, potential impacts and considerations related to policy options.
- Work with technology partners and vendors on relevant strategic outcomes, data and reporting.
- Research policies, best practices, and new theories and ensure relevant branch representatives are informed of the research findings to assist in planning and decision making.
- Use subject matter expertise to lead, develop, support and execute user acceptance testing for complex business applications.
- Develop policy options, recommendations and changes to business applications that are in alignment with GOA processes and standards.

Prepare policy, legislative, and business application requirements documents to support approval processes (e.g., AR's, Briefing Notes, Ministerial Reports)

Problem Solving

Typical problems solved:

The Program Analyst takes a lead role, with minimal supervision, on policy and business projects based on general direction and guidance provided by the Asst. Director/Director and works closely with other Policy and Business Analysts in the Branch. The Analyst deals with problems and issues which are diverse, complex, and often politically sensitive. The incumbent is expected to be a subject matter expert who maintains a broad view of the branch's mandate and its impact and connection to broader strategic priorities, stakeholder considerations, and the evidence gained through research when providing information, analysis, and planning advice to senior management. Multiple factors influencing the Motor Vehicles program and the broader branch must also be taken into account to ensure desirable outcomes to complex program problems.

The Program Analyst collaborates with staff throughout the branch and ministry when identifying information and data requirements; clarifying goals and expected outcomes; planning, managing and supporting projects; and developing input and recommendations for the consideration of senior decision-makers. Strong evaluative, critical thinking and problem solving skills are applied to determine options and recommendations. The incumbent must remain aware of trends, issues, and best practices specifically across Canada, North America and around the world to effectively analyze diverse circumstances and develop recommendations for presentation to ministry representatives and stakeholders. This position liaises extensively with personnel from other divisions, departments and stakeholder groups both internal and external.

The Program Analyst works within the parameters of established legislation, policies, plans, and guidelines, with significant discretion in determining how responsibilities are performed. The Motor Vehicles management team provides general guidance, reviewing work for quality of analysis and research provided; recommendations and conclusions developed; and level of professional judgment demonstrated. The timeliness and comprehensiveness with which services and information are provided are also critical.

Types of guidance available for problem solving:

Guidance is available from the extended Branch management team, including the Asst. Director and Director. The Program Analyst works collaboratively with a broad range of subject matter experts, operational staff and with senior personnel, such as the Sr. Policy Advisor and Sr. Business Analyst.

Direct or indirect impacts of decisions:

Direct and indirect impact of this role are significant and include impact to major and influential stakeholders such as the Registry Agent Network, Transportation, Justice, branch staff, other jurisdictions and Albertans.

Key Relationships

Major stakeholders and purpose of interactions:

Major stakeholder interactions include internal staff such as; the Executive Director, Directors, Managers, analysts, operational staff, contract specialists, other branch staff, other Ministries such as TEC and Justice, and stakeholders, such as other jurisdictions, the Registry Agent Network and Albertans. The purpose of the interactions is to ensure the Program Analyst is successful in researching, developing and implementing policy, program and business application changes that are in-line with divisional strategic plans, take into consideration what is being done in other jurisdictions where we may have inter-provincial agreements, while encompassing relevant stakeholder feedback, all while ensuring effective change management.

Required Education, Experience and Technical Competencies

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

If other, specify:

Equivalent combination of education and experience

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

Experience with research & developing complex policies, business application requirements and stakeholder

engagement

- Experience in business analysis, project coordination and change management
- Those with lesser qualifications may be classified at the appropriate classification level

Knowledge

- Strong business knowledge that encompasses both breadth and depth of functions performed in the large organization particularly the government sector
- Understanding of the concepts and applied practices commonly used in business management including; strategic/operational planning, performance measurement/management, risk management, and project/change management
- Knowledge of and the ability to apply and interpret legislation/regulations and policies and standards
- Broad business knowledge and maintenance of current awareness of Ministry mandates; specifically its role in setting directions and expectation for registry services and Motor Vehicle Program administration.

Skill/Abilities

- Excellent interpersonal and verbal communication skills applied to individual/group interviews or facilitating/leading meetings
- Highly proficient in written communication needed to write variety of deliverables such as process documentation discussion papers, policies, reports and briefings customized for different audiences and uses
- Conduct requirements gathering and user acceptance testing for business applications
- Creative problem solving- can view issues from a big picture perspective as well as apply attention to details
- Self-directed and ability to work independently with limited supervision
- Strong time management, organization and prioritization skills
- Ability to determine and transform strategies into suitable policies, processes and programs
- Ability to establish effective working relationships with business and technical subject matter experts
- Strong analytical and conceptual skills along with political acumen
- Experience with developing and presenting training and change management material

Those with lesser qualifications may be classified at the appropriate classification level

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	
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	
Agility	○ ○ ○ ● ○	Proactively incorporates change into processes: • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices	
Drive for Results	○ ○ ○ ○ ●	Aligns different groups to achieve goals and realize broader outcomes: • Defines work mission to achieve APS goals and integrate projects • Provides bold advice to stakeholders • Proactively improves overall performance, measured through metrics	
Develop Networks	○ ○ ○ ● ○	Makes working with a wide range of parties an imperative: • Creates impactful relationships with the right people • Ensures needs of varying groups are represented • Goes beyond to meet stakeholder needs • Ensures all needs are heard and understood	
Build Collaborative Environments	○ ○ ○ ● ○	Involves a wide group of stakeholders when working on outcomes: • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others	

		• Acknowledges and works with diverse perspectives for achieving outcomes	
Develop Self and Others	☐ ☐ ☐ ☒ ☐	Encourages development and integration of emerging methods: • Shapes group learning for team development • Employs emerging methods towards goals • Creates a shared learning environment • Works with individuals to develop personal development plans	

Benchmarks

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

024PS10

023PS70

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