

New

Ministry

Health

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Operations Manager

Requested 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

Job Purpose and Organizational Context

Why the job exists:

The Procurement & System Optimization Secretariat is a newly created Division. The Operations Manager manages senior operational support and provides advice to the Assistant Deputy Minister (ADM) in the management of the division. The Operations Manager manages a comprehensive system of responses to urgent requests and briefings; leads and supports divisional planning activities; and facilitates the smooth running of the ADM's Office (ADMO). To meet and fulfill the requirements and expected standards of the ADM, the Operations Manager provides advice, guidance and direction to the Executive Directors and staff of the division. The Operations Manager manages issues related to Action Request Tracking System (ARTS), FOIP, etc. which enables the ADM to focus on strategic matters and policy directions and monitors to ensure that such directions are carried out. The Operations Manager assesses issues and requests, determines their nature and priority, researches and coordinates supporting information and takes appropriate action.

This position also provides leadership and direction to administrative staff on all administrative matters for the division and represents the ADMO on various project teams, committees and working groups as required. On a daily basis, this involves identifying, assigning and/or resolving issues on behalf of the ADM.

The Operations Manager indirectly manages all the administrative support team for the division.

Responsibilities

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

ADMO Administration - ADMO is appropriately managed to ensure efficient, effective and coordinated operations and outcomes.

- Provides leadership and coordination of day-to-day activities for the ADMO.
- Develops, manages, and evaluates administrative and operational management systems and processes to meet division business requirements and enhance efficiencies.
- Identifies strategic administrative and operational management issues with potential impact on the ADMO/division, and recommends solutions and actions.
- Informs the ADM of the status of key initiatives, general administration, and operations within the division.
- Monitors and coordinates the divisional budget, develops the ADMO budget, and manages related expenditures, including planning for human resources, financial and equipment resources, and identifying gaps/needs.
- Interprets ministry and government policies in alignment with the direction of the A-DM/DM and ADM.
- Recommends appropriate actions regarding operational activities and sensitive matters.
- Facilitates issue resolution with the Minister's Correspondence Unit and the Ministerial Correspondence Unit to ensure timely resolution and appropriate involvement of the A-DM/DM office.
- Promotes, develops, and maintains effective communication, relationships, and partnerships with internal and external clients for timely issue resolution.
- Prepares divisional responses as appropriate.
- May act as a confidential aide to the ADM, recommending actions regarding operational activities.
- Independently resolves issues without involving the ADM when possible.
- Alerts other ADMO's of issues that could impact their operations.
- Provides effective, temporary coverage for the Divisional Issues Manager and Executive Support as required.
- Manages correspondence and communications on behalf of the ADM to ensure routing, accuracy, and timely responses.

Divisional Administration, Planning and Support - Contribute to divisional administration, planning and support to ensure that outcomes are delivered in accordance with business plan goals.

- Leads planning of staff retreats and other divisional activities as required.
- Provides input into administrative processes and planning, supports effective and efficient operation of the divisional administrative team, communicates and clarifies divisional issues and priorities.
- Represents the division on inter-divisional committees as required (e.g., to implement Ministry and government-wide systems such as ARTS).
- Leads and/or provides advice and guidance in preparing background information, presentation material and speaking notes for the ADM.
- Leads and provides support to initiatives and projects that address business needs or integrate divisional priorities or special projects as required.

Divisional Correspondence/Communication Management - Ensures that correspondence is routed appropriately and accurate and timely responses are prepared.

- Oversees information/communications systems and processes to manage information flow and ensures all inquiries received in the ADMO are routed appropriately, responses prepared, and issues addressed.
- Discusses priorities with branch directors when requests for information, briefings or decisions are required and recommends options for resolving conflicting priorities.
- Works with the Executive Secretary to ensure meeting agendas and all communication is completed in a timely and professional manner.
- Reviews documents, researches solutions/resolutions or determines the appropriate person to respond. Assesses risk and prepares "alerts" to urgent or sensitive matters.

Correspondence:

- Reviews all incoming and outgoing correspondence for content, strategic positioning, style, and tone and ensures that follow-up is appropriately directed (as required).
- Develops original correspondence of high-quality including memos for the ADM, DM, and Minister.

Action Requests (ARs):

- Manages the AR process to ensure briefings/ ARs clearly identify the issues, meet quality standards and reflect the government /ministry's policy or position.
- Reviews ARs for content , ensuring adherence to the Ministry Correspondence Style Guide.
- Manages the production of ARs to ensure effective processes and timely results.
- Coordinates and/or develops responses on matters that relate to/involve other divisions in order to develop comprehensive departmental responses for Deputy Minister and/or Minister.
- Prepares briefings and other correspondence , as required, for signature of ADM , DM and Minister.
- Reviews, in a critical and analytical manner , briefings prepared for ADM, DM and Minister and ensures that recommendations are clear and consistent with other initiatives and/or sensitivities.
- Provides advice to Offices of Executive Directors on the clarity/completeness of documents intended for the DM and the Minister and works with their offices to ensure they are aware of information requirements of the ADM.
- Reviews in detail updates/status reports for the ADM and DM ensuring that an "outcomes" focus is present.

Human Resource Management:

- The incumbent is responsible for all aspects of human resource management for the division including, liaison
- with the ministry Human Resources Branch, recruitment management, classification management, FTE
- management and day-to-day human resource management.
- Coordinates human resource management for the division to ensure divisional priorities are set, adjusted to
- reflect changing priorities and FTE and temporary staff use is maximized.

FOIP:

- Manages the administration of FOIP requests for the division, advises when appropriate and works with the
- FOIP office and any other key contacts to provide responses and resolve issues that may arise.
- FOIP request management for ADMO. This includes collating all documents in response to FOIP requests and pre-screening all FOIP packages for ADM review.

Budget Coordination

- Works with the divisional Budget Analyst to monitor and coordinate the Division Budget, consolidates the budget for the ADMO and manages related expenditures which include planning for HR, financial, and equipment resources, identifying gaps/needs, and working with branch Executive Directors to determine appropriate resourcing requirements.
- Oversees the coordination of Division budgeting activities/documents required by finance including budgeting pressures and spending scenarios.
- Ensures all training requests follow department and division policies and guidelines.
- Monitors training budget expenditures .

Contract and Grant Management

- Ensures sound contract and grant management practices for the division in accordance with ministry and government policies, procedures and practices.
- Reviews or prepares contracts for the ADM 's Office ensuring adherence to ministry and legislated requirements.
- Administers and monitor s contracts and grants where required. Advises the ADM on required contracts and grants and recommend sign-off.
- Liaises with Finance and Corporate Services, Legal Services and Human Resources about contentious issues.

Problem Solving

Typical problems solved:

Difficult or challenging situations

- The nature of the issues range from day-to-day issues arising from internal operations (e.g., divisional human resources management, financial accountability , accommodations , issues management) to emergent issues arising from the Deputy Minister or Minister's Office.
- Facilitates the resolution of issues (e.g., provides immediate responses to Communications, etc.) requiring research, problem solving and consultation skills and sound judgment within tight timelines and a fast-paced environment.

Requires ability to remain calm under pressure.

- Gains the cooperation of others in the division to work together to resolve issues in the midst of competing priorities and interests. This is dependent on the Operations Manager's ability to establish effective relationships and partnerships and demonstrated knowledge of divisional and corporate issues and sensitivities. The challenge is to cultivate a sense of shared responsibility across the division for outcomes.
- Development of systems and processes across the division that are in the best interests of the division but also link with and support corporate needs; for example, effective AR processes that eliminate delays and meet deadlines.
- Reflecting on current standards and processes to ensure continuous improvement and enhanced efficiencies while honouring the ministry's mission, vision and priorities.
- The need to identify and manage priorities and the ability to simultaneously manage a range of issues of varying scale, degree and urgency.
- The ability to manage and respond to change and to accommodate changing priorities.

Types of guidance available for problem solving:

This position will seek guidance from their manager, the ADM, branch Executive Directors, the DM 's office, financial services, HR, the FOIP office and other ADM offices, among others. Guidance is provided through documented GOA, depart mental and divisional policies, processes and procedures.

Direct or indirect impacts of decisions:

- The position support s the outcomes of public health for Albertans.
- The position is responsible for apprising the ADM and Divisional Issues Manager of major issues that arise, as well as the strategies and progress in resolving those issues. Ongoing responsibilities and day-to-day management of issues and operations of the ADM office are done independently as well as under the general direction of the Divisional Issues Manager. The strategies and processes t hat are handled and implemented by this position impact the operational accountability of the ADM, and the Ministry.
- The position is accountable for assessing and coordinating extremely sensitive, confidential, and/ or controversial matters that have an organizational impact. This position provides a wide variety of advice, support and information to the ADMO and division on issues relating to all areas of organizational management.
- This position regularly deals with complex issues and problems that vary considerably and at times are unprecedented. Determining options and solutions requires a very high degree of analytical, interpretive, evaluative and creative thinking skill. This position operates in an environment that is often unknown and unstructured requiring thinking at the broad concept level with few guidelines and minimal tangible direction being available.
- The consequences of action for this position are significant and can impact the organization at all levels and the clients served by the ministry. Insufficient attention to detail or inappropriate decision making would result in negative consequences for the ADM, division, and the Ministry.
- This position has a key role in communicating information and providing direction to staff on behalf of the ADM to ensure expected standard s of the ADM are met.
- The effective management of human resources ensures divisional priorities are set, adjusted to reflect changing priorities and FTE and temporary staff use is maximized. Decisions and recommendations made by the Operations Manager impact directly on the effectiveness and efficiency of the operations of the ADMO and the division given the position's responsibility for developing and evaluating administrative and operational processes and systems.

Key Relationships

Major stakeholders and purpose of interactions:

The position is accountable for assessing and coordinating extremely sensitive, confidential, and/or controversial matters that have an organizational impact. This position provides a wide variety of advice, support and information to the ADMO and division on issues relating to all areas or organizational management.

Internal

- DMO: Provide prompt and accurate service on a number of issues; problem resolution, collaboration, share information.
- Problem resolution and provide direction, advice and guidance to branch Executive Directors in term s of carrying out the ADM's agenda.
- Senior managers: On updates on projects/initiatives, requests for information and action requests .
- Project managers: Sharing experiences and information to foster a broader know ledge base and comprehensive approach in all project areas.
- Divisional staff: Provide direction and advice on administrative, human resources and legal and legislative issues; problem resolution.
- Human resources: Problem resolution, collaboration , share information, provide and receive updates on staffing

issues, reconciliation of FTEs, coordination of Division submission to all HR requested initiatives.

- MCU: AR content, assignments.
- Other Alberta Health staff : Sharing experiences and information to foster a broader knowledge base and comprehensive approach to all project areas. Gaining access to expertise in other areas.

External:

- Other government ministries: For cross-ministry initiatives/ committees that the ADM is involved in.
- Alberta Health Services: Providing information , clarification , collaborate, contact or direction on issues they are working on relating to public health issues with the department; problem resolution.
- General public: Communications on behalf of the ADM, provide information.

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:

The Operations Manager requires expertise in current, effective practices in the areas of leadership, organizational development and administration.

Knowledge

- Broad knowledge of all aspects of ministry business and extensive knowledge and understanding of how government works, pragmatically and technically.
- Sound understanding of the strategic direction and priorities, as well as the processes of the department, government and other key stakeholders.
- General knowledge of department/government acts and regulations including the Health Information Act, fiscal planning and forecasting cycle, and quality assurance principles.
- Sound knowledge of the department and government business planning process.

Skills/Abilities

- Strategic and analytical thinking along with strong problem solving and conceptual skills.
- Strong organizational skills and ability to manage multiple competing priorities in a fast-paced environment.
- Strong research and information integration skills.
- Strong leadership, team and interpersonal skills - ability to promote teamwork, collaboration and partnerships at all levels.
- Planning and project management skills.
- Excellent communication skills (oral, written and computer literacy).
- Proven abilities to develop and implement practical procedures and systems that reflect best practices.
- Proven experience working with executive and senior management.

Qualifications

- Several years of progressively responsible experience, including project management, leadership and the ability to adapt quickly and work under pressure. May include equivalent combinations of education and 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	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • 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 	
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • 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	
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	
Build Collaborative Environments	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in an open honest manner with colleagues:</p> <ul style="list-style-type: none"> • Creates sharing opportunities • Actively shares, accepts and listens to others • Recognizes conflict, respects and discusses opinions openly • Supports group even to learn from mistakes • Recognizes differing interpretations 	
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Plans according to career goals and regular development:</p> <ul style="list-style-type: none"> • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development 	

Benchmarks

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

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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.

_____ Date yyyy-mm-dd _____

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

ADM Name

Date yyyy-mm-dd

ADM Signature