

Update

Ministry

Seniors, Community and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Data and Analytics Manager

Supervisory Level

Cost Centre

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Preventive Community Services, SPPT/SPDI

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

2017-01-16

Responsibilities Added:

Position was moved to a newly established branch in the PCS Division in 2025, with a mandate to provide services and supports to partner branches within the division that lead the delivery of programs and services. Responsibilities updated to reflect this new organizational context. Primary purpose of the role to lead data management initiatives is maintained. Responsibilities are broadened to include all programs and services delivered by the PCS Division. Additional specificity on the data management responsibilities have been added.

Responsibilities Removed:

Some responsibilities related to performance monitoring have been moved to System Planning and Program Integrity, a new unit of SPPT created to lead evaluation and performance management initiatives.

Job Purpose and Organizational Context

Why the job exists:

The position is within the Strategic Program Development and Integration (SPDI) unit of the Strategic Projects and Program Transformation (SPPT) branch. SPPT is responsible for a range of functions to support the design,

implementation, and monitoring of programming delivered by the PCS Division. Areas of SPPT responsibilities include program policy design, measuring program effectiveness, data strategy management, and corporate planning and reporting. Program areas the PCS Division is responsible for includes provincial homelessness responses, Family and Community Support Services, and a range of community-based preventive programs.

Reporting to the Director of the SPDI unit, the role ensures that the Ministry has access to current, relevant, and reliable information and data on PCS-funded social programs, and that information from multiple input sources is analyzed, integrated and translated into guidance that drives operational policy design and program funding decisions. This position is accountable for overseeing the design, development and implementation divisional data strategies that include key domains of data governance, security and privacy, data infrastructure, data management, and data culture. The position leads a small team of data analysts that advance the unit's mandate. The position collaborates with government staff and external stakeholders to lead priority projects that advance the ministry and branch priorities, and represents the branch on interdepartmental and external working groups.

Responsibilities

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

In this role, the Manager:

- Leads complex, multi-stage system modernization projects involving multiple cross-government teams, funded partners, and other levels of government in the transition and implementation of data management technologies.
- Manages the development, implementation, and maintenance of an inventory of all divisional datasets and a schedule of all associated data products developed by the data team.
- Leads the design and oversight of processes to manage data extraction, integration, and analysis across multiple datasets.
- Oversees the continual renewal and realignment of data collection and reporting tools used by funded service providers to achieve confidence in the accuracy of publicly-reported service utilization and outcomes data, to monitor the impact of social program funding, and to ensure high quality data analyses are represented in strategic decision-making processes.
- Leads the development and maintenance of the technical requirements and documentation needed to build and sustain branch-wide reporting and analytics systems.
- Leads the design and implementation data validation processes to ensure data quality and integrity across the data life cycle.
- Oversees the design and preparation of reports, analytics, briefing materials, dashboards, and visualizations that incorporate internal/external qualitative and quantitative information, and are appropriate for a range of audiences, and to support various needs.
- Represents PCS in the development and implementation of ALSS enterprise data strategy, security and governance initiatives, and ensures alignment of PCS data initiatives with department priorities and protocols.
- Supervises a team of data staff to fulfill the unit's mandate in a manner that reflects APS values.
- Builds strategic partnerships and leverages departmental technologies, expertise, and assets.

Problem Solving

Typical problems solved:

The position focuses on diverse strategic issues and priority initiatives that align with ministry Business Plan and ministry priorities.

The incumbent:

- is accountable for generating, organizing, and mobilizing data, information, and knowledge necessary to support the division's business accountabilities;
- as directed by the Executive Sponsorship table and in partnership with cross-ministry project stakeholders, guides all

aspects of the transition of data management technology used by all funded service providers to report required service, client, and outcomes data to government; provides foresight and risk mitigation, and leads change management activities to support transition and adaptation by users;

- facilitates stakeholder partnerships for collaborative policy and data management initiatives that are aligned with branch objectives and responsive to the needs of service providers with a range of organizational capacities;
- leads the renewal of data governance frameworks for funded programs (examples: facilitating the creation of data definitions as well as data collection, data management, and data quality assurance principles, processes and policies).
- optimizes branch program and subject matter resources, and leverages enterprise-wide expertise, tools, and technology for maximum impact;
- provides foresight in the identification of emerging issues, harnesses a variety of analytical tools to appropriately assess situations, and optimizes data to enable proactive approaches;
- establishes appropriate policies and protocols to ensure data collection, reporting, and management activities are in compliance with government legislation, regulations, and IMT policies;
- applies considerable latitude to make independent judgment and decisions on behalf of the branch and ministry in the scope of the unit's accountabilities;
- assesses competing priorities and mediate differing perspectives to achieve required outcomes and maintain productive relationships.

Types of guidance available for problem solving:

The issues addressed by the position are complex and often unique in nature, with no applicable legislation or regulations, and limited precedence available to guide judgments and decisions. Additional support may be accessed from:

- Direct supervisor for day-to-day consultation;
- Branch Management Team for emerging priorities and responses;
- Divisional Leadership Team, including a mix of policy and operational managers with current awareness of key responses and emerging issues in the social services sector across the province;
- Full-scope of grant accountability reports from all funded agencies, including detailed financial, service utilization, client profile, outcomes, and incident data;
- Operational staff teams with direct relationships with all grant-funded service providers and community partners;
- Corporate services teams with a line of sight on departmental strategic priorities and possessing data expertise, innovation, and technology resources;
- External, high-quality sector-specific research, policy, and practice resources.

Direct or indirect impacts of decisions:

- Innovations, analyses, project oversight, and recommendations produced by the Manager may impact:
- design of services that are received by vulnerable Albertans that are needed to increase their well-being and stability;
 - ability of Divisional leadership to make timely policy and funding decisions;
 - ability of Divisional colleagues to fulfill accountabilities that rely on accurate, accessible, and current program data and information;
 - ability of Divisional staff to fulfill accountabilities, such as fulfilling required public reporting requirements, that rely on accurate and timely analysis and access to program data and information;
 - ability of SPPT to maintain an engaged and high-impact staff team that upholds APS values.

Key Relationships

Major stakeholders and purpose of interactions:

Staff in other ministries, governments and external stakeholder organizations - including PCS-funded service providers:

- Initiates results-oriented discussions on key strategic priorities and operational or policy issues and establishes and maintains positive and productive working relationships.

ALSS senior/executive staff, including the DM, the ADM, the Executive Director, and Director:

- Responds to requests on data management initiatives and presents the results of analyses, as required.

Data-focused departmental staff teams

- Maintains positive working relationships on the integration of program data initiatives into departmental strategic data management initiatives and shared research projects

Cross-ministry and intergovernmental

- Technology and Innovation to collaborate on system design, testing, and implementation
- Collaborates with branch and divisional management to develop materials to support discussions and decisions.
- Represents PCS on various data-focused management-level committees and in intergovernmental forums.

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:

A university degree in public administration/social sciences or a related field, plus four (4) years of related experience addressing social issues. Experience managing complex data management tools and strategies focusing on social issues impacting vulnerable populations is essential. Demonstrated effectiveness in translating complex data, research, and evidence from a variety of sources into strategic and operational policy and program guidance is critical. Previous staff supervision experience is an asset. Equivalencies may be considered.

The position generally demands a high level of originality and agility, as well as the ability to independently analyze complex issues and develop creative and timely responses. The position makes significant use of coordination, communication, consultation, research, analysis as well as presentation, writing, and organizational skills.

Specific knowledge, skills and abilities include:

- Experience in complex multi-partner data management initiatives across diverse data environments to achieve high quality, secure, and accessible data products.
- The ability to interpret complex datasets and provide actionable insights that are critical for making informed decisions and improving business processes.
- Proven track record of accomplishing objectives and being action-oriented.
- Ability to use quantitative and qualitative data sources and systems to identify and solve problems, project implications, select appropriate strategies and develop successful implementation plans.
- Experience leading and directing diverse teams performing varied activities.
- Exceptional leadership skills to manage, coach, and develop staff.
- Experience with conflict resolution, mediation, consensus building, and negotiation
- Ability to foster relationships and develop productive partnerships with all levels of government, external stakeholders, including funded service providers, to achieve common goals.
- Experience with facilitating multi-disciplinary project teams.
- Excellent project planning and management skills.
- Highly developed critical thinking, analytical and problem solving skills.
- Experience managing multiple, complex projects under tight timelines.
- Experience providing senior and executive management with timely and concise information and advice.

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		
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Works to remove barriers to outcomes, sticking to principles: <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to 	The position maintains a strong focus on results and the achievement of organizational goals by anticipating the need for information and analysis from ministry leadership.

		<p>collaboration and achievement of outcomes</p> <ul style="list-style-type: none"> • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	<p>The position also requires initiative and the willingness to take direct accountability, both at the individual and group level, for the outcomes of priority projects. Requisite to the competency is the ability to develop clear plans and take disciplined and decisive actions to advance the goals of branch, division and ministry.</p>
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • 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 	<p>In providing information, analysis and recommendations on novel homelessness policy and program issues, the position requires creativity and originality to define issues, identify potential implications, and develop objective evidence-informed and solution-focused advice. The solutions must reflect the integration of multiple sources of information, the consideration of the competing interests of a diverse group of stakeholders, and the changing nature of homelessness in the province.</p>
Agility	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> • 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 	<p>The position requires considerable flexibility to adjust to changing priorities and timelines in relation to the ministry's response to vulnerable individuals. The role demands the ability to anticipate and adapt to shifts in executive-level direction on cross-ministry initiatives and ministry-specific projects. These shifts, which may focus on timelines or resource commitments, require</p>

