

New

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

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:

Reporting to the Strategic Issues Manager, the Information and Issues Advisor is a member of the Assistant Deputy Minister's Office (ADMO) within the Post-secondary Policy and Strategy division. The position supports the management of information and issues in the division. The role works with the Assistant Deputy Minister (ADM), Strategic Issues Manager, Executive Directors, and division staff to provide the Minister and Deputy Minister (DM) with high quality information.

Under the direction of the Strategic Issues Manager, the role tracks and reviews products and deliverables, including briefings, correspondence, responses to inquiries, presentations, and divisional communication and reporting products. The position also integrates and analyzes materials produced by the division to ensure the information aligns with the strategic direction of the division and the department. This position anticipates issues and identifies solutions, and is required to have knowledge on a broad range of issues related to Alberta Advanced Education.

This role has a strong focus on problem solving when issues arise in a dynamic environment. The individual

must be able to understand, analyze and convey complex information succinctly.

The position liaises with the DM's Office (DMO), other ADM offices, the Ministerial Correspondence Unit (MCU), Communications, and other executive offices, as well as divisional staff to provide direction on products to ensure they are accurate and meet the needs of those requiring a response. The Information and Issues Advisor ensures divisional staff have all necessary information in order to brief the ADM, DM and Minister on key issues. Additionally, the role develops capacity in program areas across the division to provide broad, strategic approaches to addressing issues and developing recommendations. The outcomes of this position directly impact the credibility of the Minister, DM, ADM, and the department overall, and directly impacts the service and information provided to others.

The individual must possess a high level of organizational awareness, corporate knowledge and the ability to build strong relationship with division and department staff. This position works closely with the DMO to ensure clear direction on requirements for completing assignments, and with other executive offices to collaborate on information requests. This position liaises between the ADM or Strategic Issues Manager and divisional staff to provide feedback and direction on assignments, and solves problems related to information requests. The role also works closely with the senior leadership team and influences policy development in their areas.

Leadership is required to ensure information and clear processes to produce briefings and information that meet the requirements of the Premier, Minister, DM, and ADM. This position exercises considerable discretion to ensure the work produced by the division is current, relevant and value added.

Responsibilities

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

Information, Issues and Project Management

Assists the Strategic Issues Manager in responding to urgent and emerging issues for the Post-secondary Policy and Strategy division.

Responsible for tracking of key deliverables to ensure timely and accurate responses.

Acts as a liaison on issues and requests from the DMO, Minister's Office (MO), MCU, Communications, and other ADMOs.

Assists in gathering information from program areas for responses to DM, Minister and ADM requests on an as needed and urgent basis.

Assists in resolving issues with tact and diplomacy as they arise.

Identifies the appropriate areas within the division or department that are required for development of responses to requests.

Facilitates actions, responses, and integrated resolutions by bringing the key players together and/or assigning responsibility to staff.

Identifies current and emerging issues and trends arising from Action Requests, and brings issues and information to the attention of the ADMO and program areas, providing guidance and advice when appropriate.

Deals effectively with politically sensitive issues raised in the Legislature and by MLAs, including providing accurate and timely information and balancing confidentiality provisions, program and service integrity, and the needs of stakeholders.

Reviews and supports the preparation of briefings and other materials for the ADMO, and complex and sensitive documents to inform planning and decision-making (e.g. responses to complex Action Requests).

Establishes and maintains effective working relationships to ensure the Strategic Issues Manager and ADM are aware of emerging and critical issues, and have appropriate input and briefings in order to make decisions.

Maintains good working relationships with the MO, DMO, MCU, and Communications to complete daily operational requirements and strategic requests.

Attends information meetings with various sectors and divisions of the department as required.

Supports the implementation, training, maintenance, and troubleshooting of ARTS for the division.

Liaises and develops strong working relationships with Communications and other ADMOs to ensure assignments are directed appropriately, and collaborates with divisions, sectors, branches, and partner ministries, as necessary, to develop accurate and comprehensive responses to requests.

Management of Information (Action Requests)/Briefings and Correspondence

Works with the Action Request Tracking System (ARTS), including assigning, editing, and tracking priority Action Requests (ARs), as needed, and supports the production of ARs to ensure effective processes and timely results.

Assists with the review and editing of division correspondence prior to the Strategic Issue Manager's and ADM's review, to ensure appropriate tone, content and format, and consistency with the department's priorities and position, consulting with professional and technical staff as needed.

Effectively manages communications and information requirements to ensure the efficient and effective operation of the division and ADMO.

Ensures effective and timely coordination of cross-division responses through consultation with relevant program areas.

Conducts independent research to ensure accuracy, including review and analysis of supporting documents, website, government and stakeholder information, and other documents as necessary, monitoring current events and contacting appropriate program areas as needed.

Modifies and adapts standard responses according to situations and circumstances presented in the ARs, while adhering to the Ministry's established policies and guidelines.

Establishes, implements, and monitors comprehensive communication and information management strategies to facilitate and enhance communication and information flow within the division and externally.

Provides and ensures briefings and correspondence succinctly identify the issues, meet quality standards, and reflect the government/department's policy or position.

Responds to and resolves inquiries, often of an urgent and sensitive nature, through management of activities internal and external to the division.

Assists in the coordination of department responses to divisional matters.

Prepares briefings as required.

Communications Support

Assists the Strategic Issues Manager, ADM, and program areas with reviewing key messages documents prepared by Communications.

Works with program area staff to prepare communications documents.

Works with the Strategic Issues Manager and ADM's Executive Assistant to ensure the ADM receives background documents and materials required for meetings or engagements.

Coordination and Support for Division Planning and Reporting

Provides support to sectors to contribute to division planning and reporting.

Provides sectors with information related to cross-ministry initiatives.

Ensures consistency and clarity of messages from the ADMO perspective and a high standard of quality in all correspondence and documentation originating in the ADMO.

Internal Engagement Support

Collaborates with staff to ensure workflow processes are effective and efficient.

Maintains dialogue with divisions through the ADMO Strategic Issues Managers.

Identifies areas for collaboration and supports the Strategic Issues Manager to address internal divisional issues.

Identifies and flags internal communications issues for resolution by the ADM or Strategic Issues Manager, and coordinates messages and methods of response for the ADM and Senior Leadership Team.

Problem Solving

Typical problems solved:

The position reports to the Strategic Issues Manager and supports the ADM to ensure that all divisional issues are identified and dealt with, and that the ADM and relevant staff are kept apprised of new and emerging issues. The position will support the assessment of situations/issues and triage and prioritize problem solving. This position will also take an active roll in reviewing divisional ARs to ensure quality writing, accuracy, completeness, political sensitivity, and reflection of department or government policies or positions.

Types of guidance available for problem solving:

This position regularly refers to documents and process maps for guidance on how to address emerging issues and review incoming documents, such as the Advanced Education Style Guide or existing process and approval flow documents. While this guidance comes in the form of written documentation, support and guidance for problem solving also comes from the interpersonal relationships that are formed with the staff within the division and across the department.

Direct or indirect impacts of decisions:

This position leverages the incumbent's high degree of flexibility and proactive leadership in order to directly affect the accuracy, quality and speed of the department's response to issues and key files. The support provided by this position has a significant impact on staff perception of the department, and coordinating information flow from the ADMO to support staff engagement.

Key Relationships

Major stakeholders and purpose of interactions:

Internal to GOA

Deputy Minister's Office and other ADMs' Offices (daily), and Minister's Office (as needed), to provide support for key initiatives, raise awareness of emerging issues, and advance briefing packages and action requests.

Executive Directors, Directors, and Managers (daily) to provide updates, gather and exchange information, support and coordinate activities, develop options and recommendations, and support work on department and government wide initiatives.

ADMO staff (daily), to support planning and operations.

Corporate Services

(e.g., Communications and Public Engagement, Public Service Commission, Legal Services) (as needed) to provide and receive updates on communications, HR or legal matters, and support division submissions, as needed.

ADMOs and staff in other ministries (as needed), to exchange information, provide assistance and consultation, and represent the department.

External to GOA

Post-secondary institutions and other public agencies, boards or commissions, as required, to obtain and share information to support implementation of government direction and initiatives, and collect input and feedback.

Industry and employers, as needed, to obtain and share information to support implementation of government direction and initiatives, and collect input and feedback.

Committees, working groups and task forces, as needed, to participate in or support contributions to committees, by developing materials, liaising between key stakeholders, or providing strategic advice. Examples include Steering Committees, ADM cross-ministry and external working groups, and Standing Committees.

Other levels of government, as required, to obtain information, share and learn about relevant topics and issues in other jurisdictions.

Contractors, as needed, to provide support on key projects, resolve issues, coordinate flow of information, and support achievement of desired project outcomes.

Required Education, Experience and Technical Competencies

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

If other, specify:

The position requires a related undergraduate degree (Social Sciences, Public Policy/Administration, etc.)

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

The position requires a related undergraduate degree (Social Sciences, Public Policy/Administration, etc.) with progressively responsible and related experience, or an equivalent combination of education and experience.

This role requires in-depth knowledge of government structures, operations, decision-making processes, the policy cycle, and legislative processes.

Understanding of Advanced Education's mandate, key initiatives, programs, goals, relevant legislation, governance, and practices is an asset, in order to support the implementation of strategic plans and ministry initiatives.

Strategic planning, analytic, conceptual and project management skills are needed for issues management and system design.

Negotiation, consensus building, and conflict management skills are also needed when dealing with other divisions, departments, governments, agencies, boards, committees, and other stakeholder groups.

A demonstrated ability to collaborate strategically with a wide variety of stakeholders and balance the needs and interests of a diverse group of people is key.

Excellent verbal and written communications skills are required for the preparation of materials; strong conceptual, research, analytical, and problem-solving skills are needed for analysis of issues; experience in analyzing and consolidating large and diverse amounts of information is an asset.

Excellent organizational and multitasking skills are essential in order to effectively and simultaneously manage a number of initiatives while meeting tight timelines.

Flexibility to accommodate changing priorities, ability to function under pressure and use tact, diplomacy and good judgment, ability to assess political, social, and economic impacts of issues and information are needed to manage within a complex and ever-changing environment.

The role requires experience in dealing with sensitive files, strong organization skills, and excellent writing and communication skills.

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>Provides strategic advice that links together GOA priorities, platform commitments, priority initiatives, and the department's agenda.</p> <p>Applies a variety of strategic lenses when reviewing materials, provides a challenge function with political acuity, and analyzes issues from different perspectives.</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 and perspectives to make choices 	<p>Works across the department to resolve issues and mitigate their escalation, within a politically and fiscally dynamic and complex higher education landscape.</p>
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 	<p>Readily adapts to the dynamic political, policy and fiscal environment, and changes in direction.</p> <p>Assesses, prioritizes, and reviews division work on time and in accordance with the ADM and Strategic</p>

		<p>stressful situations</p> <ul style="list-style-type: none"> • Seeks advice and support to change appropriately • Works creatively within guidelines 	<p>Issues Manager's expectations.</p>
<p>Drive for Results</p>	<p><input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<p>Anticipates potential challenges with implementing projects/ initiatives and supports issues resolution in advance.</p> <p>Uses broad knowledge to improve performance, optimize resources and ensure the best possible strategic, policy and operational advice is provided to decision makers.</p> <p>Gains cooperation of others in the division and across the department to work together and cultivate a shared responsibility for outcomes.</p> <p>Proactively keeps up-to-date on ministry activities and key priorities, and provides support as required.</p>

Benchmarks

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

50001781 - Policy and Issues Coordinator
 50082420 - Issues Advisor