

New

Ministry

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

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 Consumer, Registry, and Strategic Services (CRSS) division of Service Alberta and Red Tape Reduction provides critical registry services to Albertan individuals and businesses. Registry services range from land registration services which are an enabler to the economy, motor vehicle services which enable the movement of people and goods, and corporate registry services which can be a deciding factor by out-of-province stakeholders when considering to incorporate in Alberta. The division has a mandate to modernize registry services to deliver efficiencies across these registry areas to ensure that Albertans needs are meet and the economy continues to be stimulated. The Registries Evolution branch advances this mandate by leading enterprise-level transformational service design projects through the identification, planning, and implementation of opportunities to achieve modernized, innovative, and client-centric registries service delivery.

Reporting to the Executive Director of Registries Evolution, and working in conjunction with the Ministry of Technology and Innovation Product Delivery Lead, this position provides leadership, direction, and guidance to professional staff in the transformation and redesign of registry services. The Product Director is accountable for the delivery of interconnect project outcomes of multiple Product Teams following an Agile Scrum framework to advance the Government of Alberta's digital plan and the Registries Modernization roadmap, a multi-year investment by government in registries service modernization.

Responsibilities

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

product direction to deliver the highest value

- Ensuring legislative and divisional policies and programs enable and align with digitization work.
- Product Owner coordination and support to holistically develop consistent and aligned structures and mechanisms to engage staff at all levels to identify and prioritize service modernization opportunities to redesign and innovate the delivery of registry services - with a focus on improved client and employee experience and making recommendations to executive management and governing bodies.
- Undertaking/supporting assessments and developing recommendations on technology and sourcing strategies to successfully replace high-risk legacy systems in alignment with the Registries Modernization multi-year roadmap.
- Ensuring Product Owners' understanding and alignment of data governance, legacy system access and other applicable IT technical frameworks, principles, and standards.

2. delivering modernized and digital solutions for the replacement of existing enterprise legacy systems.

- Completion of regular status reports, including monitoring product progress against schedule, costs, and contractor timesheets.
- Leading and aligning numerous interrelated Product Owner evaluation activities for Registries Modernization to ensure outcomes and results, spanning from operational effectiveness and efficiencies realized and cost savings generated, are captured and reported.
- Providing oversight and direct supervision to Product Owners and professional staff who are responsible for product management, delivery, and coordination on a day to day basis. This includes oversight of staff duties and priorities.
- Collaborating with government technology partners within the Ministry of Technology and Innovation (TI) to develop medium and long term product roadmaps, strategies and plans for ongoing sustainability, and ensuring the ongoing and incremental delivery of benefits to Albertans and staff.
- Ensure the delivery of aligned and logically sequenced modernized and digital solutions for the incremental replacement of existing enterprise legacy systems

3. Risk management analysis, including the development of risk mitigation strategies and recommendations to the Executive Director, and other governance structures to facilitate decision-making related to the development of new digital services.

- Identifying barriers to change and recommending mitigation strategies.
- Advocating alignment with the Government of Alberta's digital plan and strategies in other registry area modernization plans.

4. relationship management responsibility for a diverse group of internal and external stakeholders including staff, registry networks and bodies, cross-departmental senior and executive management, as well as other government departments and agencies

- Presenting and advocating for required changes to operational programs as digitization occurs.

Problem Solving

Typical problems solved:

The overarching responsibilities for the modernization of registries services requires consideration of a number of diverse factors and the development of strategies appropriate to each area of service. The Product Director must effectively communicate and engage with a broad cross section of partners to gain a strong understanding of operational needs, priorities and perspectives of the registry areas, the legal community and end users, and other stakeholders in order to successfully deliver the services overseen by the Product Owner.

Often the position is required to work under extreme pressures in a unique environment with multiple demands and complex matters that are ambiguous. While the accountability still exists, often precedent does not. The position then needs to rely on experience, creativity, skills, education, business intellect and confidence to be effective in the multiple and

complex roles.

The Product Director is expected to lead and align Product Owner efforts to address unstructured business problems across multiple stakeholders and complex process environments. As a result, this position must frequently lead/support Product Owners to modify approaches and come up with new creative solutions to emerging issues, e.g. incrementally redesigning new service modernization approaches based on real-time testing/outcomes, and negotiating the prioritized release of service features and outcomes with Executives.

The views of the Product Director's stakeholder's and clients are often divergent and even opposing. In collaboration and leadership of Product Owners, the development of new, win-win opportunities are often critical to making progress in discussions and will require the ability to quickly analyze problems and develop new service delivery options in close collaboration with multiple stakeholders. The ability to influence outcomes with Executives in a low power negotiating position is essential to the success of this position.

The Product Director must oversee and frequently modify approaches to meet changing needs and requirements. Registries Modernization projects are 'new' work with no previous precedent to follow. Challenges to this position can be complex, due to the diversity of stakeholders involved, tight time lines, and potential sensitivities. Significant user consultation and stakeholder engagement is required for the duration of the Registries Modernization initiative. The Product Director work closely with Product Owners to ensure the aligned engagement of variety of stakeholders to work together towards common goals and outcomes. Facilitation and negotiation skills are required when divergent opinions, attitudes and approaches exist.

Types of guidance available for problem solving:

The Product Director must exercise significant independence when leading Product Owners and overall registry service modernization, including the provision of contract management and contractor direction, guidance and advice on Registries Modernization roadmap progress and risks, and representing Product Owner and registry business partner interests and positions when interacting with key stakeholders and technology partners within TI.

Guidance available for problem solving includes consultation with the Executive Director, Registries Evolution project support functions, and other divisional executive management such as the CRSS ADMO, as well as through the Registries Modernization governance structures as appropriate.

Direct or indirect impacts of decisions:

This position has a significant and direct impact on the operations of three Departments and registry program areas by advising and leading business transformational work. As such, the leadership and work coordinated by the Product Director is far-reaching and has a direct impact on Government, registry clients, and stakeholders.

For example, the role:

- Directly impacts the ability for Albertans, other end users, and stakeholders to access modernized and new digital registry services by providing leadership and progressing the delivery of the Registries Modernization multi-year roadmap and return on significant government investment; and
- Serves as a catalyst for identifying, prioritizing, aligning, and delivering upon necessary business transformations to modernize registry services that directly drive Alberta's economy through the delivery of critical services to individuals and businesses.

There is a significant number of individuals and businesses that access Alberta's registry services annually (e.g. Motor Vehicles services delivers over eight million services annually through over 100 unique services), further demonstrating the scope of impact the Product Director has on Albertans, businesses, and other users of registry services in terms of providing modernized, effective, and timely service delivery.

Key Relationships

Major stakeholders and purpose of interactions:

- ADM, CRSS: management of sensitive issues. Generate strategic solutions for consideration on registries modernization, communication and change management issues.
- Executive Director, Registries Evolution: Daily issues for consulting, resolving issues, and exchanging information.
- Other registry program area Executive Directors: ensure modernization efforts and services align with needs, resolve

issues, and negotiate solutions the prioritization of product backlogs to meet service delivery needs.

- Direct reports and staff: leadership and direction to Product Owners and professional staff to progress and align modernization work for the delivery of the Registries Modernization roadmap and systems replacement.
- Contracted vendors: leadership and direction to contractors as core product team members.
- Steering committees, project teams and working groups, such the Registries Modernization Executive Director Integration Committee and the Assistant Deputy Minister Steering Committee.
- Cross GoA, such as TI, and Transportation and Economic Corridors: consult and provide guidance on key modernization projects and product prioritization.
- Other provinces and external agencies, such as the Registry Agent Network or legal community: research best practices, provide information and service design engagement and user research.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

This position plays a key role with large, multifaceted deliverables. Success in achieving Registries Modernization goals requires strong leadership and the use of the following competencies:

Education/Experience:

- University degree in commerce, business, public administration, economics, political science, statistics, technology or a related field.
- Extensive experience and knowledge of Alberta's registry systems.
- Extensive senior level project management experience with a demonstrated strength in managing complex issues leading/mentoring staff to achieve results, and the ability to apply a collaborative and integrated approach to achieve corporate goals.
- Designation as Project Management Professional (PMP) by the Project Management Institute (PMI) is desired.
- Proven ability to lead and manage large project teams in a diverse and complex environment with professional staff.
- Demonstrated ability to lead strategic initiatives, manage change and achieve positive results.
- Knowledge of procurement and contract management best practices and Government of Alberta requirements.
- Knowledge of performance measurement and information management.
- Awareness and understanding of business intelligence and data analytics trends.
- Knowledge of the functioning of government, public administration and public policy and legislative/regulatory development.
- Familiarity with financial operations, human resource management, planning and reporting requirements and general administrative activities.
- Experience leading multiple programs in a complex corporate services environment.

Technical Skills/Specialized Knowledge:

- Expertise in public sector project management related to large transformational projects.
- In depth knowledge of legislation, regulations, policies and processes governing the operations of the registry services, the division, the Ministry, and the GoA vision, mission, goals and strategies.

- Strategic problem solving and decision-making skills that support innovation and ensure that the most efficient and effective outcomes are achieved.
- Understand the complex business requirements of SARTR, clients, registry agents, legal community, and other partnering ministries and divisions.
- In-depth knowledge of the Agile Scrum method, including process mapping, organizational analysis, benefits management, and risk/issue management.
- Awareness of IMT application/systems development and service delivery, IMT strategy and governance, and data integration, information delivery and data quality.
- In-depth understanding to analyze user requirements and complete in-depth investigation and analysis of potential options to ensure all alternatives are identified, considered, and presented to clients and stakeholders.
- Advanced research skills and detailed knowledge of best practices.
- Knowledge about public administration, including the formalized decision-making structure and function of Government.
- Knowledge of tendering and procurement policies and procedures.
- Strong organizational and planning skills, and the ability to work within strict timelines to meet deadlines.
- Exceptional written and verbal communication skills to articulate messages to a broad and diverse audience.
- Effective negotiation skills to manage and prioritize the product backlog among competing priorities and stakeholders.
- Risk assessment skills, and the ability to formulate strategies to achieve risk mitigation.

Human Relations Skills:

- Possess the ability to motivate a diverse group of people within and outside SARTR to accept and commit to projects and work plans over the long term.
- Have the ability to build effective teams that will act in a manner that supports the GoA vision and values of respect, integrity, accountability, and excellence.
- Have the skills to effectively use talents of each individual assigned to project tasks.
- Have a professional demeanour for dealing with senior and executive management, internal and external stakeholders, and clients.
- Possess the ability to effectively prepare and give presentations, and chair and/or participate collaboratively in meetings.
- Promote ideas so they are understood by a variety of audiences.
- Negotiate with executive and senior management and internal and external stakeholders to collaborate on a feasible solution.

Essential Work Experience:

- At least five years experience in management and leadership positions, preferably in a public sector environment.
- Experience applying the Agile Scrum theory framework, including project and operational planning, process mapping, organizational analysis, and risk and issue management.
- Experience leading and managing projects and product teams, from planning to execution and implementation.
- Proven ability to lead strategic initiatives, manage change and achieve positive results.
- Demonstrated ability to motivate staff, through managing workloads, providing developmental opportunities and clear communication.

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		
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>Success in this position will require the Product Owner to regularly work in situations which are unstructured and complex requiring analytical work in reaching solutions. For instance, the Product Owner must ensure the appropriate identified and prioritization of service modernization opportunities in consultation of diverse and often conflicting needs of cross-departmental program areas, clients, and key stakeholders. Additionally, the Product Owner must identify innovative solutions to ensure effective and timely delivery of the business transformation necessary to achieve anticipated outcomes and ongoing benefits of new, modern, and digital solutions.</p>
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	<p>Success in this position will require the Product Owner to maximize the achievable results of a diverse set of stakeholders and service delivery partners that must work together to achieve the intended outcomes of the Registries Modernization roadmap, necessitating proactive planning and downstream issue identification and resolution and building strong and cohesive multi-disciplinary teams</p>

			across partner Ministries to deliver on business transformation and modern systems.
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> • 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 	Success in this position will require the Product Owner to develop a shared vision of success and strategic and operational alignment of various stakeholders within a complex service delivery environment comprising of Registry Agents, the legal community, other jurisdictions, development teams, contracted vendors, and three partner Ministries when leading the development of new, modern, and digital registry services.
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 	Success in this position will require the Product Owner to navigate a complex service delivery environment comprising of multiple partner organizations each managing diverse and competing priorities when delivering on business transformation opportunities, requiring proactive anticipation of roadblocks and future challenges, identifying alternatives and options to overcome issues as they arise, and having the the ability to manage uncertainty.

Benchmarks

List 1-2 potential comparable Government of Alberta:

M420-52 Director, Budgets and Forecasts
M420-18 Director, Business and Financial Planning
DirectorBusinessTransformation (position ID 50005389)

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