

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 Issues Manager, the Operations Manager manages senior operational support and provides advice to the 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 human resources, issues management, communication, business planning, 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.

Responsibilities

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

1. 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 ensure division business requirements are met, efficiencies are enhanced.
- Identifies strategic administrative and operational management issues with potential impact on the ADMO and/or the division; develops and recommends solutions and actions.
- Informs the ADM of the status of key initiatives, general administration and operations with the division.
- Monitors and coordinates the divisional budget, develops the budget for the ADMO and manages related expenditures which include planning for human resources, financial and equipment resources, identifying gaps/needs, and determining appropriate resourcing requirements.
- Interprets ministry and government policies in a manner consistent with the direction of the Chief Operating Officer (COO)/Deputy Minister (DM) and ADM.
- Acts as a confidential aide to the ADM, recommending appropriate action regarding operational activities.
- Brings sensitive matters to the attention of the ADM, along with recommendations for resolution.
- Facilitates issue resolution with the Minister's Correspondence Unit to ensure appropriate involvement of the COO/DM office to resolve issues for the COO/DM signature.
- Promotes, develops and maintains effective communication, relationship and partnerships with internal and external clients to ensure appropriate and timely issues resolution.

2. Divisional Administration, Planning and Support - Administrative staff members within the ADMO/ division are provided with guidance to ensure outcomes are delivered in accordance with business plan goals.

- Chairs and provides leadership as to the standard expected of the ADM with respect to the divisional support team (branch Executive Assistants/Administrative Assistants). The purpose of this team is to share information and issues, raise professionalism and provide a mechanism for two-way communication.
- Takes a systems approach to improving administrative processes across the division and plans and coordinates such things as accommodations and equipment requirements.
- Provides input into administrative processes and planning, supports effective, efficient operations of the divisional administrative team, communicates and clarifies divisional issues and priorities.
- Represents the division on inter-divisional committees as required.
- As a member of the divisional executive team, provides input into decisions and planning activities for the division to enable them to make well-informed and appropriate decisions.
- Leads planning of staff retreats and other divisional activities as required.
- Leads and/or provides advice and guidance in preparing background information, presentation materials and speaking notes for ADM.
- Leads and provides support to initiatives and projects that address business needs or integrate divisional priorities or special projects as required.

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

- Oversees information/communication 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 Executive Directors when requests for information, briefings or decisions are required and recommends options for resolving conflicting priorities.
- Works with the Executive Assistant to the ADM to ensure meeting agendas and all communication is completed in a timely and professional manner.
- Coordinates and/or develops ministry responses to divisional matters that cross divisional lines and requires a divisional perspective.
- Reviews documents, assesses risks and alerts the ADM to urgent or sensitive matters.
- Reviews all incoming and outgoing correspondence for content, strategic positioning, style and tone and ensure that follow-up is appropriately directed.

- Develops original correspondence of high-quality including memos for the ADM, COO/DM and Minister.
- Prepares divisional responses as appropriate.
- Manages the AR process to ensure briefings/ARs succinctly identify the issues, meet quality standards and reflect the government/ministry's policy or position.
- Reviews ARs for content, ensuring adherence to the ministry policy.
- Manages the production of ARs to ensure effective processes and timely results.
- Recommends to the ADM the approval/return of briefings on atypical/complex matters.
- Reviews, in a critical and analytical manner, all briefings prepared for the ADM, COO/DM and Minister to ensure that recommendations are clear, and consistent with other initiatives and/or sensitivities.
- Provides advice to the ED/offices on the clarity/completeness of documents intended for the COO/DM and Minister and works with their offices to ensure they are aware of information requirements of the A-DM/DM.
- Reviews, in detail, all updates/status reports for the ADM, COO/DM ensuring that an outcomes focus is present.

4. Division Operations Management - Manages and/or coordinates corporate responsibilities of the ADM. Develops and maintains effective relationships with internal and external stakeholders to ensure the outcomes of the division are appropriately represented and are met.

- Responsible for all aspects of human resource management for the division including liaising with HR, recruitment management, classification management, FTE management and day-to-day human resource management.
- Identifies any raised issues with divisional leadership team about emerging human resource issues or opportunities.
- Provides updates at divisional team meetings or as required to ensure the senior management team is aware of arising issues, changing and emerging human resource priorities.
- Provide effective temporary cover off to the Executive Assistant and Issues Manager positions.
- Manages the administration of FOIP requests for the division, advises when appropriate and work with the FOIP offices and other key contacts to provide responses and resolve issues that may arise.
- FOIP request management for ADMO, including collating all documents in response to FOIP requests and pre-screening all FOIP packages for ADM review.
- Works with the divisional Budget Analyst to monitor and coordinate the division budget, develops the budget for the ADMO and manages related expenditures which include planning for HR, financial, and equipment resources, identifying gaps/needs, and determining appropriate resourcing requirements.
- Oversees the coordination of divisional budgeting activities/documents required by finance including budgeting pressures and spending scenarios.
- Ensures all training requests follow department and divisional policies and guidelines and monitors the training budget expenditures.

5. Contract and Grant Management

- Ensures sound contracts and grant management practices for the division in accordance with ministry and government policies, procedures and practices.
- Reviews contracts for the ADM ensuring adherence to ministry and legislative requirements.
- Administers and monitors contracts and grants where required.
- Liaises with finance, legal, legislative services about potentially contentious issues.

Problem Solving

Typical problems solved:

- The nature of the issues range from day-to-day arising from internal operations (e.g. divisional human resources management, financial accountability, accommodations, issues management) to emergent issues arising from the COO/DM offices.
- Facilitates the resolution of issues (e.g. provides immediate responses to the COO/DM, communications, etc.) requiring research, problem solving and consultation skills and sound judgment within tight timelines and 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 Operation 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 interest of the division but also link with and support corporate needs (e.g. effective AR processes that eliminate delays the meets deadlines).
- Reflecting on current standards and processes to ensure continuous improvement and enhanced efficiencies while honoring 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:

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Direct or indirect impacts of decisions:

- The position is responsible for apprising the ADM and 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 ADMO are done independently as well as under the general direction of the Issues Manager. The strategies and processes that are handled and implemented by this position impact the operational accountability of the ADM, COO/DM 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 or 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 high degree of analytical, interpretive, evaluative and creative thinking skills. 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.

Key Relationships

Major stakeholders and purpose of interactions:

COO, DM, ADMO staff, branch leaders and staff within division, corporate services and external stakeholders.

These relationships will serve to keep advised or take direction, collaborate on projects and share information. It will also be important in order to maintain awareness of priorities and how they might impact projects/programs.

Required Education, Experience and Technical Competencies

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

If other, specify:

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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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Considers inter-relationships and emerging trends to attain goals: <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 	
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Engages the community and resources at hand to address issues: <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"/>	Identifies and manages required change and the associated risks: <ul style="list-style-type: none"> • Identifies alternative approaches and supports 	

		<p>others to do the same</p> <ul style="list-style-type: none"> • 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 checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<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 	
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; 	

