

Working Title Program Administrator		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Correctional Services Division/ Training Academy	Ministry Public Safety and Emergency Services
Present Class Administrative Support 5		Requested Class	
Dept ID 624296	Program Code	Project Code (if applicable)	

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Reporting to the Team Lead Program Services, the Program Administrator position is responsible to provide program coordination and administrative support of all training/courses provided by the Training Academy(TA) including but not limited to:

- Sheriff Induction Training
- Peace Officer Training (Alberta and Community)
- Correctional Services Induction Training (Adult/Youth and Community)

This training is delivered to Ministry employees, Government of Alberta (GOA) employees, and external organizations/agency employees. This work is inclusive of formatting/updating course materials, training records management both manually and using the Learning Management System (LMS), surveys/ evaluations, accommodation booking, coordinating meal counts, etc.

This position acts as the first point of contact between registrants, trainers, vendors and internal/external inquiries.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

- 1. Responsible for the coordination and administration of training courses provided by the Training Academy to the Ministry, GoA, and external organizations and agencies, to ensure effective and timely course information, registration and logistics.**
 - Drafts communication and correspondence in support of program administration, delivery, evaluation and project reporting including: student handbook/joining instructions, welcome packages, briefing notes; letters; memoranda; bulletins; electronic announcements; etc.
 - Utilizes technical software support programs to design, edit and version program/project materials and resources.
 - Provides support regarding course information and offerings.
 - Coordinate course/training sessions through the LMS with all the necessary information for registrants;
 - Updates course information as required reflecting changes to location, timing or cancellations;
 - Provides instructors with enrollment update reports on a regular basis or as requested;
 - Coordinates the reproduction of pre-course material with external printing suppliers
 - Prepares and distributes training confirmation notifications including logistics and pre-course material. When necessary, send cancellation notifications as well as venue and date changes;

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- Tracks pre-requisite training requirements and liaise with registrant or sponsors with any issues or concerns;
 - Reserves and ensures the venue meets the needs in terms of size, set-up, necessary equipment, as well as handling all hosting requirements and accommodation;
 - Coordinates all accommodation requests as required taking into consideration a number of competing variables such as other courses requiring accommodations, learner gender, guest instructors requiring accommodations, dorm capacity, etc.;
 - Resolves problems related to cancellations, substitutions, scheduling issues, equipment and set-up issues, undelivered or late materials, etc.;
 - Reviews and submits completed WCB documentation, on behalf of recruits in training
 - Coordinates Induction Training graduation ceremonies; contacts dignitaries to participate and speak; creates event briefing and program, and prepares certificates and award letters;
 - Updates business process documents to accurately reflect changes and up-to-date practices.
- 2. Is the interface and conduit for sharing information and resolving administration issues in the delivery of TA training programs between registrants, trainers, and external venue and service providers.**
- Provides timely information to registrants and trainers regarding location, materials, changes, etc.
 - Liaises and resolves issues/delays/rescheduling/changes in location with printing suppliers, hosting services, venue bookings, equipment requirements, etc. to support a well-delivered training course.
 - Liaises with external organizations/agencies and other GoA ministries to resolve any issues and to ensure all course support and administrative requirements are met.
 - Functions as first point of contact and resource for internal/external stakeholders including Government/Ministerial staff, external trainees and general public in addressing inquiries and concerns.
- 3. Responsible for Records Management**
- Analyzes and determines content of business documents, selects appropriate place under which to file into record keeping system, and assigns appropriate record codes to the documents for subsequent filing and retrieval (why) to ensure compliance with records policies and ease of records access for clients (how) and with the Freedom of Information and Protection of Privacy legislation where applicable.
 - Ensures the effective creation, maintenance and disposition of records.
 - Receiving and sorting of incoming correspondence.
 - Completing and necessary cross-referencing.
 - Checking for duplicate copies of information.
 - Updating the file plan and related indexes/thesaurus.
 - Maintaining the master file plan manual and distributing updates to clients.
 - Using electronic systems associated with the classification of business records.
- 4. As a member of the Team, responsible for sharing knowledge, experience and learnings to support the effective and efficient delivery of TA training courses. This is accomplished by:**
- Using knowledge, experience and course administration process expertise to identify opportunities for procedures, venues, forms and improvements;
 - Identifying cross-training opportunities and integration of training course administration and support processes;
 - Provides comprehensive administrative support to TA management and staff as required;
 - Completing special projects as assigned.
- 5. Contribute to Training Academy's Culture and Leadership**
- Promotes collaboration and positive relationships within and across groups and builds commitment to reach desired results;

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- Ensures communication is ongoing by setting up processes or structures that facilitate communication and collaboration;
- Considers how changes might impact colleagues, clients and stakeholders and actively seeks input and involvement;
- Builds trust by being open to perspectives while looking for long-term and mutually beneficial outcomes;
- Courageously and respectfully takes a stand on issues based on APS values, even if it is not immediately accepted;
- Works with others to address interdependent activities that require collaboration;
- Finds ways to improve TA systems or structures to better meet goals and outcomes.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

The position works with limited supervision within the parameter of established branch processes and procedures. The position functions independently and as part of a team in supporting the TA in the delivery of training to Ministry staff, GoA staff and external organization/agency staff. The position must determine the most appropriate manner in which to complete day-to-day tasks and manage workload priorities. The duties performed require independence of action, good judgement and the ability to maintain the integrity of confidential records, sensitive information and initiative in resolving problems and issues related to the support and administration of the training provided by the TA. Failure to successfully perform responsibilities can result in errors and delays training/courses provided and adversely affect operations of the office. For example: lack of understanding around the complexities of accommodation planning and booking, may result in ineffective scheduling, overbooking and subsequently requiring use of hotel accommodations which has financial implications. Identifying administrative issues and recommending new and improved administrative solutions and standards pose challenges in terms of influencing decisions and obtaining consensus and commitment from all areas of the TA. The position works closely with TA representatives to establish new administrative procedures and resolve general administrative and operational issues.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

The position requires a minimum of a high school diploma with 3+ years of administrative experience with the GoA.

The position requires knowledge in the following areas:

- Training Academy mandate and operational priorities;
- Knowledge of TA training/courses and programs Related business and administrative policies, regulations and procedures including records management, and financial and procurement policies and practices;
- Computer proficiency in a Windows environment using M365 (Word, Excel, PowerPoint, Outlook, TEAMS, Visio), Learning Management System software (LMS), and GoA systems, i.e. 1GX
- Knowledge of department programs.

The position requires the following skills and abilities:

- Ability to plan, organize and prioritize program/course coordination activities
- Ability to track issues to ensure a timely response
- Ability to identify and process priorities in a heavy –volume environment.
- Flexibility and the ability to adapt and respond to changing priorities and to meet changing timelines with

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limited supervision

- Ability to exercise good judgment in dealing with employee/registration issues and concerns;
- Ability to develop positive, and professional working relationships with internal and external stakeholders and service providers;
- Analytical thinking with the ability to identify, scrutinize, improve and solve problems quickly and effectively;
- Strong communication skills (written and verbal) with the ability to exercise diplomacy and tact;
- Strong organization and time management skills
- Comprehensive competency skills including but not limited to systems thinking, creative problem solving, agility, drive for results, building collaborative environments and developing networks.
- Exceptional accuracy and attention to detail.
- Works well in a team or independently

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

Training Academy Staff: To provide information and determine information and support required

Ministry employees: To provide information regarding training courses.

External organization/agency staff: To provide information regarding training courses.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

Position does not supervise

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide **Page 16**)

Incumbent

_____	_____	_____
Name	Signature	Date

Manager

_____	_____	_____
Name	Signature	Date

Division Director/ADM

_____	_____	_____
Name	Signature	Date