

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:

The position reports to Manager, Corporate Services, and is responsible for enabling the department to fulfill its legislative and business requirements by providing comprehensive corporate services and supports for key department stakeholders (e.g. Executive Directors and Executive Team members). This position supports planning and development of policies and programs that promote standardization and consistent approaches within the department to align with GoA requirements and legislation. This position is crucial for working collaboratively with Service Alberta and Red Tape Reduction in relation to Access to Information Requests received under the Freedom of Information and Protection of Privacy (FOIP) Act to ensure compliance with the legislation. The Business Services Analyst will also serve as the alternate Business Continuity Officer (BCO) and Consequence Management Officer (CMO) for the department in alignment with the *Government Emergency Management Regulation (GEMR)*, ensuring compliance with emergency management policies and legislation. The position leads the planning, review and development of options and recommendations for corporate memberships and subscriptions for the Alberta Public Service. The Business Services Analyst supports internal audits conducted by Corporate Internal Audit Services (Treasury Board and Finance) for the Public Service Commission (PSC). The position may be assigned to other supportive projects and initiatives that fall within the purview of the unit, such as the development and

implementation of human resource (HR) records management plans to ensure compliance with the *Records Management Regulation*. The position works within a highly flexible team environment.

Responsibilities

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

Leads ATI Coordination and Support:

- Work in conjunction with the PSC program areas and the Access to Information (ATI) Office, Service Alberta, to develop and implement ATI-related policies for HR records.
- Develop and facilitate training materials for PSC staff to ensure awareness and consistent application of policies and approaches to common HR records under Access to Information Act (ATIA) legislation.
- Work in conjunction with the ATI Office, Service Alberta, by coordinating and facilitating Access to Information requests received by the department under the *ATI Act*. This includes, but is not limited to:
 - Oversee the search for records with department branches relating to Access to Information requests.
 - Coordinate and review records packages with a PSC lens to ensure the ATI Office's redaction approach aligns with information the department would or would not typically release.
 - Act as a liaison between the PSC and the ATI Office if concerns or questions arise.
 - Provide advice to the designated decision maker.
- Assist with reviews and inquiries conducted by the Office of the Information and Privacy Commissioner relating to previous Access to Information requests that were processed or reviewed by the PSC.
- Develop and implement other resources and tools for PSC staff to support ATI requirements effectively and efficiently.

Provides Emergency Management Support:

- Work closely and in partnership with Lead, Emergency Management Planning, to deliver on emergency management planning in the department and within the GoA, as follows:
 - Support the alignment of components of the department's emergency management planning with GoA legislation, policies and processes, and serve as the steward for the program.
 - Support BCO/CMO in the development, maintenance and promotion of the department's Business Continuity Plan (BCP) and Consequence Management Plan and programs.
 - Participate in GoA planning exercises and responses.
 - Support BCO/CMO in providing emergency management advice, consultation and information to stakeholders internal to the department and within the GoA on emergency management working groups.
 - Serve as the alternate BCO/CMO for the department.

Lead Corporate Memberships Review:

- Conduct annual review of corporate memberships for the Alberta Public Service (e.g. Signal 49 and Gartner).
- Perform research, initiate and coordinate surveys, perform analysis and evaluation to develop options and recommendations to senior management to allow for informed decision-making on corporate membership/subscriptions.
- Lead negotiations with vendors to ensure cost effectiveness while maximizing benefits on membership/subscriptions to the APS.
- Work internally with procurement team and others to complete the necessary documentation to get memberships/subscriptions in place.

Support Corporate Reviews and Audits:

- Lead stakeholder engagement and work with line areas in the department to develop and implement recommendations stemming from audits to support efficiency and accountability of PSC policies and programs.
- Work cooperatively with Corporate Internal Audit Services (CIAS) to facilitate audit.
- Liaise with program areas within the PSC to garner input and support the full cycle of the audit process.

Problem Solving

Typical problems solved:

- Ability to communicate and work effectively with multiple stakeholders in a politically complex environment.
- Ability to recognize outcomes and work with available resources to deliver targets in a fast paced dynamic environment.
- Research and information integration skills, including ability to analyze and synthesize information drawn from separate sources and develop options and recommendations and develop situational reports based on findings.
- Consultation and facilitation skills with stakeholders or groups with varying and occasionally conflicting perspectives and priorities.
- Project management skills, including project planning, tracking and execution.
- Advanced writing skills with an ability to create and edit various documents such briefing notes, reports and executive summaries.
- Organizational skills, including ability to multi-task and prioritize multiple responsibilities to meet deadlines.
- Ability to provide high levels of client service with confidentiality, discretion, and tact.
- Conflict resolution and negotiation skills to facilitate problem solving and motivate action in a common direction.
- The position must have a comprehensive understanding of the goals of the department, divisional objectives, as well as their specific areas of research specialty.

Types of guidance available for problem solving:

Legislation, Business Continuity Plan and other emergency management-related plans, Information Management Security Directives, resources on best practices available through other GoA departments, ATI Advisors and PSC ATI Coordinator in Service Alberta, ATI tools and resources including technology advice and supports available through Service Alberta, and Ministry business plan.

Direct or indirect impacts of decisions:

- Compliance with legislation on FOIP.
- Compliance with legislation related to emergency management, and supporting the resiliency of the PSC in the face of a disruption or incident, and ensuring the PSC mandate is met to support the APS.
- Support decision-making with regard to access to resources and tools for the Alberta Public Service through Corporate Membership(s).
- Compliance with audit requirements across the PSC.

Key Relationships

Major stakeholders and purpose of interactions:

- ATI Advisors and ATI Coordinators, Service Alberta - collaborate on a regular basis to ensure a coordinated approach to Access to Information request under FOIP legislation and compliance.
- Other divisions (e.g. Issues Managers) - liaise and action department-wide needs and requirements to achieve business objectives.
- PSC leadership - supports primary BCO/CMO to seek support and direction on EM-related work.
- Internal emergency management (EM) contacts (including management, business continuity team members, etc.) - supports primary PSC BCO to provide direction in planning, preparedness and incident(s) response and supports the primary PSC CMO to work with key CM-related contacts to ensure information sharing and looking for ways to collaborate to meet or exceed requirements.
- Provincial Operations Centre - supports the primary PSC CMO to act as agency representative to facilitate information sharing, addressing questions and ensuring the PSC mandate requirements to address the impacts of a provincial-scale incident are met.
- Alberta Emergency Management Agency - participate in and contribute to GoA-wide EM-related discussions, working groups, exercises, initiatives, etc.

- Cross government BCO/CMO peers - support the primary PSC BCO/CMO to liaise as required to meet incident-specific needs, network to maintain current knowledge, and learn about best practices in government to improve PSC EM-related planning.

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:
- University graduation in a field related to the position assignment, supplemented with 2-3 years of directly-related experience in FOIP, emergency management (planning and response), project management, stakeholder engagement and facilitation.
 - This position also requires a good understanding of legislation such as the Public Service Act, Freedom of Information and Protection of Privacy Act and related processes, Records Management Regulation, and Government Emergency Management Regulation.
 - Understanding of emergency management and planning focusing on government emergency planning, business continuity, consequence management and facility emergency response.

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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	<p>The position needs to have the ability to step into the BCO/CMO function and have an understanding of the full impact of PSC role APS-wide and translate that to internal priorities (include restoration priorities) as part of EM response work, actions required and connection points both externally and internally to the department.</p>
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <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 	<p>The position facilitates constructive discussions with EDs and ET members, and works through diverse opinions and needs to seek a final recommendation on corporate memberships and subscriptions to best serve PSC and APS needs to balance benefits and cost implications.</p>

		addressing risks	
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • 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 	The position must remain calm and be keenly aware of the steps required to lead incident response and able to devise alternate solutions and respond to changing direction from senior leadership to advance PSC operation restoration priorities in a fast paced environment.
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	Develop excellent relationships with colleagues in Service Alberta and within the PSC to develop operational policies and resources and tools that support PSC and FOIP staff in meeting legislative requirements. Additionally, delivering communication and training to key PSC staff to raise awareness and increase capacity to process FOIP requests effectively and efficiently.
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	This position deals with legislated timelines related to Access to Information Requests under the FOIP Act and will be responsible for ensuring PSC compliance.