

New

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Senior Analyst Training and CM

Requested Class

Program Services 4

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

AEMA, Recovery/Business Operational Supports

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Alberta Emergency Management Agency (AEMA) is accountable and responsible to the Government of Alberta (GoA), to Albertans, to their communities, and to industry for the protection of people, their property and the environment from the effects of emergency events. The AEMA accomplishes its objectives by leading the co-ordination, collaboration and co-operation between all entities involved in prevention, preparedness, response, and recovery activities.

The Recovery Branch assists individuals, businesses, municipalities, Metis Settlements, and government departments' recovery from damaged caused by a disaster by coordinating resources within the GoA and providing expert advice and financial assistance for uninsurable damages that are repair or restorative in nature as per the regulations of a disaster financial assistance program and broader recovery guidance. Within AEMA, the Business Operational Supports (BOS) unit provides internal supports to the branch in their work, providing coordination and technical supports in the forms of IT solutions and maintenance, the development of business standards, best practices, business planning and reporting, as well as the development, coordination and delivery of training.

Reporting to the Manager, BOS, the Senior Analyst, Training and Change Management (Sr. TCM) may lead up to four business analysts. The Sr. TCM leads the development of training frameworks, standards, curriculum, and content as well as its ongoing maintenance, delivery, and evaluation. They also take lead roles in change management activities and projects, providing support and resources in line with best practices to help the organization and stakeholders navigate, understand, and adapt to significant change. The Sr. TCM works to better establish organizational knowledge

retention and to support the continuous improvement of the Branch by engaging with the business teams and subject matter experts to identify and address knowledge gaps, formalize lessons learned into continuous training, and standardize understanding and implementation of current and new business policies, processes, and practices.

Responsibilities

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

Team Leadership: Lead a team of up to four analysts to achieve expected performance measures and outcomes of the team.

- Lead, coach, and mentor a team of IT analysts to achieve performance goals.
- Supervise and coordinate team activities, addressing or escalating issues as necessary.
- Oversee and support team duties to ensure successful execution.
- Consolidate team monitoring and reporting against performance standards.
- Facilitate Lessons Learned and Best Practices sessions.
- Provide policy inputs and recommendations.

Training Framework Development & Oversight: Lead the design, implementation, and continuous improvement of a comprehensive training framework to support staff development and operational readiness.

- Lead the development, implementation, and continuous improvement of the Recovery Branch Training Framework, including associated tools, reports, and appendices.
- Establish training standards and best practices aligned with Agency, Ministry, and GoA requirements.
- Monitor compliance, identify training-related quality issues, and recommend improvements.
- Maintain training matrices and schedules outlining mandatory and optional training requirements.

Learning Management System (LMS) Administration: Oversee the implementation and operation of a digital platform to manage, deliver, and track training across the Branch.

- Oversee the implementation and maintenance of a Learning Management System (LMS) to support synchronous and asynchronous training delivery.
- Act as system administrator, managing content, user access, and training assignments.
- Generate training reports and provide LMS training to staff and leadership.

Curriculum & Training Program Development: Design and deliver role-based training programs that build capacity and align with organizational goals.

- Conduct needs assessments through surveys, interviews, and focus groups.
- Design and deliver role-based training programs, including materials such as manuals, e-learning modules, and presentations.
- Evaluate training effectiveness and update content based on feedback and evolving needs.
- Collaborate with subject matter experts and HR to ensure alignment with organizational goals.

Project Management & Oversight: Provide leadership and strategic direction for the planning, execution, and evaluation of complex projects, ensuring alignment with Branch priorities and consistent application of best practices.

- Lead or oversee complex, multi-stakeholder projects aligned with Branch priorities.
- Develop and review project charters, plans, and timelines; monitor progress and adjust as needed.
- Identify risks and issues, implement mitigation strategies, and ensure timely resolution.
- Guide project teams in applying consistent project management practices.
- Coordinate cross-functional resources and ensure stakeholder engagement.
- Conduct post-project reviews to capture lessons learned and support continuous improvement.
- Maintain oversight of project portfolios to ensure alignment with strategic goals.

Change Management Leadership: Lead and support change initiatives that promote adoption, minimize disruption, and build readiness across the Branch and with its stakeholders.

- Lead or support change initiatives by developing and executing change management and communication plans.
- Engage stakeholders, assess organizational readiness, and address resistance to change.
- Create support materials (e.g., guides, templates) and maintain a repository of change management resources.
- Capture lessons learned to inform future change efforts.

This position may be required to work in the Provincial Emergency Coordination Centre or the Provincial Recovery Coordination Centre during emergencies in order to coordinate provincial emergency response and recovery efforts. In these circumstances, the position may require working extended and irregular hours and/or shifts with minimal or no notice, particularly during emergencies and exercises.

Problem Solving

Typical problems solved:

This position is responsible for identifying and addressing training and change management needs across the Recovery Branch. The role requires the ability to assess operational readiness, identify learning gaps, and develop scalable training solutions that align with evolving business processes and government standards. The incumbent must interpret complex and often ambiguous information to design training frameworks, develop content, and implement change strategies that support staff adoption and performance.

The role also requires the ability to troubleshoot issues related to the Learning Management System (LMS), including user access, content delivery, and reporting. The incumbent must balance competing priorities, manage multiple projects simultaneously, and adapt training and change plans in response to shifting operational demands, emerging technologies, and stakeholder feedback.

Types of guidance available for problem solving:

Reporting to the Manager, this position works independently with general guidance. As part of a small professional team, the incumbent is given the latitude to lead a portfolio of training and change management initiatives across the Recovery Branch. The role requires the ability to manage multiple projects simultaneously, develop training frameworks, and implement change strategies with minimal oversight.

The Manager and Director provide strategic direction and support in navigating complex stakeholder relationships, policy alignment, and organizational readiness. The position also collaborates with subject matter experts, HR professionals, and other GoA training leads to ensure alignment with enterprise learning standards and best practices.

Direct or indirect impacts of decisions:

- Will impact the day to day operations of the branch down to the individual staff in terms of how they understand and perform their work
- Impact to the Branch's readiness and success in on-boarding, particularly in surge staffing in response to increased staffing demands due to a significant natural disaster
- Can impact consistence and compliance of the work of the Branch, impacts appeals, audits, and ultimately federal receivables for disaster recovery programs
- Can impact internal and external perceptions of the Branch and success of its work in terms of how change management is handled for critical changes to policy or operation.

Key Relationships

Major stakeholders and purpose of interactions:

- Director - *As Required* - Provides strategic direction and receives updates on training frameworks, change initiatives, and team performance.
- Manager - *Regularly* - Consults on priorities, resource planning, and alignment with branch and ministry goals.
- Team Members - *Daily* - Leads, coaches, and supports analysts in delivering training, change management, and operational readiness activities.
- Recovery Branch Teams - *Regularly* - Collaborates to assess training needs, deliver programs, and support

change adoption.

- HR and Organizational Development Teams - *As Required* - Coordinates on training standards, learning strategies, and workforce development.
- Other AEMA Units and PSES Strategy, Support, and Integrated Initiatives - *As Required* - collaborate on specific cases; share information; provide expertise related to training and organizational change management best practices, lead or participate in projects and meetings to provide training and change management services; coordinate Branch input into Agency and Ministry business reports;
- Other GoA Ministries - *As Required* - Shares best practices, aligns training standards, and collaborates on cross-ministry initiatives.
- Vendors and Consultants - *As Required* - Engages for LMS support, training content development, or change management expertise.
- Stakeholders and End Users - *As Required* - Provides training, gathers feedback, and supports adoption of new systems and processes.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

Education and Experience

- Post-secondary degree and a minimum of four years progressively responsible work experience in a related field. A related field includes training and development, project management, change management, education, or business analysis. Equivalencies for experience in place of education will be considered eligible.

Experience:

- Demonstrated experience in:
 - Designing and implementing training programs and frameworks.
 - Administering or managing Learning Management Systems (LMS).
 - Leading complex, multi-stakeholder projects.
 - Applying change management principles and practices.
 - Conducting needs assessments and evaluating training effectiveness.

Technical Competencies:

- Knowledge of adult learning principles, instructional design, and training evaluation methodologies.
- Proficiency with Learning Management Systems (e.g., GoA LMS, Moodle, or similar platforms).
- Familiarity with project management methodologies and tools
- Understanding of change management frameworks (e.g., Prosci, ADKAR) and their application in a public sector context.
- Strong analytical, problem-solving, and decision-making skills.
- Excellent communication and interpersonal skills, with the ability to engage and influence stakeholders at all levels.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and collaboration tools (e.g., MS Teams, SharePoint).

Assets (Preferred Qualifications)

- Certification in project management (e.g., PMP, CAPM) or change management (e.g., Prosci).
- Experience working in a government or public sector environment.
- Experience developing and delivering e-learning content using authoring tools (e.g., Articulate, Adobe Captivate).
- Familiarity with GoA policies, procedures, and training standards.
- Experience facilitating lessons learned or best practices sessions.
- Experience in supervisory roles with employee development and/or coaching is an asset

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>Development and execution of change management plans that consider the systemic impact of the change on all stakeholders, planning training and communications to educate and to increase buy in.</p> <p>Development of a training framework and approach that addresses both the training needs of a diversity of roles and functions while addressing the challenges of a organization with high turnover and surge staffing needs.</p> |
| 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 | <p>As project manager or as the lead in change management, proactively drive to propose solutions and address challenges or resistance, developing associated risks registers and mitigative action plans. Projects will require cross-functional team collaboration and it will be expected of this role to enable effective collaboration of the teams addressing divergent priorities and aligning them with the project/organizational objectives</p> |
| Develop Self and Others | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <p>Encourages development and integration of emerging methods:</p> <ul style="list-style-type: none"> • Shapes group learning for team development • Employs emerging methods towards goals • Creates a shared learning environment • Works with individuals | <p>Leads in the development and delivery of organizational and individual learning, identifying knowledges, skills, and abilities necessary for success in a role and developing curriculum to address those needs. Research</p> |

| | | | |
|----------------------------------|--|---|---|
| | | to develop personal development plans | and then establish within the organization best practices related to organizational development and knowledge retention. |
| 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 | Will need to work collaboratively with teams to develop and adapt solutions to address systemic challenges related to team capacity building, broad change impacts or challenges in organizational development such as difficulties around knowledge retention with temporary staffing, onboarding in urgent surge staffing situations etc. |
| Agility | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> | Proactively incorporates change into processes: <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 | As change lead on projects they will need to quickly analyze, adapt to, incorporate, and communicate changes both planned in the project as well as changes to project direction, scope, timelines etc understanding the impact of the change on the project team, the organization, its processes, and stakeholders. |
| Build Collaborative Environments | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> | Involves a wide group of stakeholders when working on outcomes: <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 | Collaborate with SME's from across the Branch and Agency to gather technical details to develop consistent and current training material and deliver said material to a variety of stakeholders. Act as a change champion in their change lead role to resolve resistance and build enthusiastic buy in across all stakeholders impacted. In both their training and change lead role seek to |

