

New

Ministry

Public Service Commission

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Senior Branch Coordinator

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 Learning and Development (L&D) Branch provides strategic leadership and direction for the design and delivery of learning and talent management programs for the Alberta Public Service. The Branch allows the public service as a whole to meet essential and complex goals, by ensuring learning, development and talent managements programs support and enable achievement of government's strategic business objectives.

The Senior Branch Coordinator is responsible for providing business support and coordination functions for the multi-disciplinary units of the L&D branch. This includes budgeting, contract administration, personnel/payroll, records management, accommodation, ARTS coordination, WPA support, and branch operations support.

As part of a newly created Branch, the Coordinator will be responsible to design appropriate internal systems, hold subject matter expert knowledge of organizational training needs in order to identify resources/training from various corporate entities within and outside of the public service, assess their appropriate use, advise APS leaders on contract strategy, and continuously improve stakeholder management and engagement within contract systems and processes.

Responsibilities

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

Outcome 1: The APS receives appropriate advice and consultation on the use of Learning and Development contracts and resources.

The Coordinator provides advisory and consultation supports and utilizes their subject matter expertise via activities such as:

- Providing comprehensive contract administration services to ensure activities align with the Procurement Accountability Framework, Treasury Board Directives, and industry best practices;
- Consulting with corporate clients about availability of corporate learning funding and options to leverage standing offers and pre-screen viability for APS executive needs;
- Creating comprehensive systems that allow timely reports to manage cost recovery accounts, track spending, create realistic forecasts, and reconcile expenses in accordance with GoA legislation and policy;
- Monitors trends and identifies opportunities for systemic or contractual improvements.
- Remaining current on all ongoing changes to 1GX financial and SCM functions and providing training to staff to self-serve as appropriate;
- Administering procurement functions for new contracts or Purchase Orders when required to enable ongoing acquisition of Learning and Development goods and services for the APS.

Outcome 2: The Learning and Development Branch provides relevant advice and meaningful consultation to ensure Executives across the organization have access to appropriate information and resources.

The Coordinator resolves business concerns initiated from the Deputy Minister, Executive or Senior Management level across the APS via activities such as:

- Serving as the main point of contact for external vendor inquiries, as well as identifying and understanding internal client needs;
- Conducts research and prepares material on an assortment of topics ranging in nature from potential new contract initiatives to general stakeholder and client inquiries;
- Maintaining a working knowledge of legislation, policy, and processes that support the department's service delivery, ensuring a high level of stakeholder satisfaction and integrity of the APS's Learning and Development mandates;
- Develops and sustains relationships with existing and prospective consultants and/or institutions.
- Actively participates in committees, project teams and special task groups related to Learning Development and Talent Management.
- Liaises with other departments, PSC service areas, and LETM leadership, as a key relationship-builder for information gathering consultation.

Outcome 3: The APS can appropriately access records and information pertaining to L&D.

The Coordinator supports accurate, accessible and compliant records/information management via activities such as:

- Designing and maintaining databases and records systems for areas of L&D responsibility, ensuring appropriate training for existing Branch staff and onboarding instructions for new staff;
- Implementing and monitoring comprehensive communication services via email and telephone;
- Developing and maintaining databases of frequently asked questions;
- Triaging and coordinating development of responses to new questions in a timely manner;
- Making recommendations to management when gaps or politically sensitive issues are identified.

Outcome 4: The APS' L&D priorities are advanced through government's decision making process in a timely manner.

The Coordinator supports advancement of L&D decision-making via activities such as:

- Creating internal systems to allow quality control for fast-paced document development;
- Developing and updating multiple agenda planning documents by recognizing dependencies and making linkages to incoming/outgoing correspondence across the Branch;
- Pursuing the appropriate modality for document distribution, considering sensitivities and organizational hierarchies;
- Following up with program areas to seek relevant inputs and confirm approvals for supporting documents;
- Planning the practical requirements for distribution of hard- and soft-copy meeting materials for

executives and officials.

Outcome 5: Branch management is effectively supported in fulfilling strategic goals.

The Coordinator supports essential corporate functions of the Branch via activities such as:

- Working with the Executive Support team of the Assistant Deputy Minister's office to ensure L&D Branch processes are documented and in alignment with department expectations;
- Coordinating completion of Action Requests, FOIP requests, and other requests for information from internal and external stakeholders;
- Scheduling and organizing meetings and confirming meeting needs such as conferencing capacity and accessibility for meetings involving internal and external stakeholders;
- Responding to transactional inquiries on behalf of the ED; and
- Providing ad hoc logistical, administrative and/or business support to the Branch as needed.

Outcome 6: The L&D Branch is a high performing team, working toward the common goal of providing programs that lead to an effective and efficient public service.

The Coordinator cultivates accountability and coherence among the Branch via activities such as:

- Adopting approaches of mutual trust and respect among colleagues and managers, particularly when issues are contentious;
- Promoting enthusiasm for the L&D mission and vision across the APS;
- Exercising appropriate judgment, within the framework of established protocols, when completing tasks;
- Assuring appropriate maintenance and security of information, including appropriate disposition of transitory records;
- Ensuring assignments are delivered on time and meet the requirements of management.

Problem Solving

Typical problems solved:

Considerable interpersonal skills are needed for working and negotiating as main point of contact for all stakeholders and agility in acting proactively to mitigate potential conflicts between staff across the APS and the vendors.

This position's ability to foster and maintain relationships, understand and action priorities, recognize when and how to brief up, and make critical decisions with client relationships is key. The position will need to show their:

- Ability to work with various stakeholders to achieve common goals.
- Consultation and interpersonal skills, including the ability to build and maintain collaborative working relationships with service providers, stakeholders, and Ministry and Government representatives.
- Commitment to client service, confidentiality, and discretion.

As the administrative and technical resource for the branch, the position must assess and reassess workload and priorities to determine what time-sensitive items must be completed urgently while managing to stay on top of other less urgent but still time-sensitive tasks.

As Branch management staff are frequently in meetings, the position must be able to work autonomously and be comfortable and competent making judgment calls, often with limited information and time available.

This position exercises initiative to ensure effective processes are developed and implemented to meet the business requirements of the ED and the Branch as a whole.

Types of guidance available for problem solving:

As this is a new Branch, process documentation is not readily available from within the Branch. The Coordinator will be responsible to determine appropriate and reliable sources of information through consultation with colleagues across many levels of authority.

This position works within the parameters of corporate policy and must be a subject matter expert of all impacting legislation, regulation, policies and delegations for their assignments and projects. Additionally,

the role has considerable latitude and independence to design appropriate internal policies within those parameters.

Direct or indirect impacts of decisions:

Internally, the Coordinator supports the L&D Branch, and therefore all L&D practices in the APS. The position's decisions impact Branch activities by providing issues resolution, facilitation and implementation of plans, and the space and process to optimize executive decision-making.

Key Relationships

Major stakeholders and purpose of interactions:

Daily - To provide corporate support, help support cross-training with other Division administrative staff, to receive direction or self initiate and prompt action, to bring forward issues or propose solutions for consideration:

- Executive Director and other leadership in the Branch
- Office of the Assistant Deputy Minister
- PSC Corporate Services (e.g. accommodations)
- GoA Corporate Services (e.g. payroll, finance, procurement)

Frequently - To be a the source of knowledge on L&D contracts, to problem-solve, assist with coordinating meetings, to collaborate and communicate status updates to APS L&D clients, including:

- Deputy Minister, Assistant Deputy Minister, and Executive offices across APS
- Leaders and colleagues within the broader PSC
- Non Government associations and other stakeholders

Sometimes - To identify, review, assess, and consult with contractual L&D vendors.

Required Education, Experience and Technical Competencies

Education Level

High School Diploma

Focus/Major

Other

2nd Major/Minor if applicable

Designation

If other, specify:

Plus four years related experience.

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

Must have working knowledge of GOA corporate systems (1GX, ARTS, EPS, etc.). Must have knowledge of government finance, including Procurement Accountability Framework. Must have knowledge of government organization structures.

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	☐	☒	☐	☐	☐	Considers inter-relationships and emerging trends to attain goals: • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences	Position must be able understand how to prioritize and manage competing priorities.
Drive for Results	☒	☐	☐	☐	☐	Actively sets goals and remains open to advice on reaching them: • Sets goals and	Position is required to achieve results on priorities despite ambiguity in process,

		prioritizes work • Identifies and corrects areas for improvement • Suggests actions; asks for advice when lacking information or multiple priorities • Operates within APS value system	evolving challenges, limited funding and tight time-lines.
Creative Problem Solving	☒ ☐ ☐ ☐ ☐	Is open to new ideas and breaks problems down to identify solutions: • Breaks down problems into small parts • Constructively questions and challenges the norm • Open to other's perspectives and aware of own • Contributes ideas for improving processes, and adapts existing practice to address problems	Position must be able to understand, research and explore creative solutions for branch and employee needs and challenges with limited or zero budget and tight timelines.
Develop Self and Others	☒ ☐ ☐ ☐ ☐	Develops own career and reduces barriers for others: • Creates development plan with supervisor and seeks feedback • Reflects on performance to identify areas of improvement • Offers knowledge and insight to others • Supports career development of direct reports	Position must work in a proactive, collaborative and integrated fashion to support ongoing branch and key initiatives.

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)