

New

Ministry

Treasury Board and Finance

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Director, Executive Operations

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 directly to the Assoc Deputy Minister (Assoc DM), the Director of Executive Operations (DEO) serves as the primary point of contact for the Assoc Deputy Minister's Office (Assoc DMO). This role is a key liaison, providing strategic support, advice, and coordination between the DMO, ministry, the Minister's Office, other ministry DMOs, and internal and external stakeholders.

The position contributes to the overall planning and strategic direction for the ministry by providing the interface between the political and operational functions of the ministry. Success in the position is dependent on providing effective leadership to align ministry initiatives with government priorities. The Director plays an active role in networking and facilitating key internal and external stakeholder relationships that can have province-wide scope, however the accountability for the outcomes that arise from those relationships, partnerships and programs reside primarily with the Assoc DM, DM and Assistant Deputy Ministers (ADMs).

The position provides leadership to the Assoc DMO. The DEO provides management, professional and executive support, and supervises the Executive Assistant.

Responsibilities

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

1. Coordinate the development and implementation of ministry mandate, initiatives, and projects and the continual enhancement of ministry operations.

- Provide advice, consultation, and coordination on policy and legislative processes by applying a holistic picture of strategic and program policy and business operations. This accountability ensures policy initiatives and legislative plans are integrated and coordinated to ministry priorities.
- Participate as an Executive Team member, to identify issues, trends, opportunities, challenges, and impacts and provide leadership within the organization to further the strategic agenda for government. The Director creates opportunities to facilitate new and innovative solutions related to the ministry's mandate.
- Support Assoc DM strategic direction and Executive Team members on challenging systemic, cultural, and/or politically complex issues with province-wide economic or social impact. Issues are distinguished by leadership knowledge required in political mandates, relationships with strategic ministry partners, ministry-wide business process changes and organizational renewal, or implementation of Premier's mandates.
- Coordinate policies, programs, projects and initiatives within the ministry by applying insights on ministry capacity and operations to project plans, new strategies, and implementation.
- Work collaboratively with the offices of the DM, Minister, ADMs, and Executive Directors to manage issues and projects to achieve ministry's business plan goals and objectives.
- Work with Communications Branch to ensure all messages and communications on ministry initiatives are consistent and aligned with broader government priorities.
- Coordinate ministerial initiatives assigned to the ministry, including serving as the primary resource to the MO and DMO for status updates, information exchange, and approaches to plan, manage, communicate, and evaluate initiatives and projects.
- Track and report on ministry priorities and relationships to the broader government agenda.

2. Support the Assoc Deputy Minister in achieving the mandate, goals, and operations of the Ministry.

- Provide support and recommendations for issues, opportunities, and challenges associated with business and operational planning, and policy and program development.
- Provide strategic analysis and advice, keeping the DM current on the status of existing and potential issues and trends. This is accomplished through a review of incoming information from internal and external sources, environmental scanning, analysis, awareness of political sensitivities, and discussions with key stakeholders.
- Develop strategic options, comprehensive policy advice, papers, recommendations, and perspectives relating to issues and opportunities that are provided to the Assoc DM and Executive Team.
- Compile comprehensive briefing materials for meetings with the Minister, DM and other DMs, stakeholders, and the public.

- Advise on business process enhancement initiatives and improvement opportunities by noting changing business needs, best practices, and industry trends.
 - Support the Assoc DM by taking on specific assignments, attending meetings, and responding directly to inquiries from the Minister, ministry staff, and key stakeholders.
 - Action Assoc DM's decisions for continuity of business initiatives and clarifying direction.
 - Initiate critical conversations to keep momentum on priority issues, and ensures follow up with Executive Team, Assoc DM, DMO and/or MO.
 - Provide secretariat support to cross-ministry committees, government wide and external committees, representing ministry and/or government perspectives.
 - Assist in communicating the ministry's vision and mission and influencing organizational culture.
3. Establish and oversee strategies and processes that enable effective issues management.
- Lead the development and implementation of issues management strategies to efficiently coordinate ministry-wide issues.
 - Lead the development and implementation of issues management processes that facilitate communications and information flow between the Assoc DMO, DMO, the MO, ADM offices throughout the Ministry and with stakeholders.
 - Provide advice, recommendations, and alternative solutions and strategies to the Assoc DM, MO, and Executive Team on current and emerging issues.
 - Identify and manage urgent or politically sensitive matters for the Assoc DM and MO, ensuring the appropriate research, background information, and recommendations are available to support resolution.
 - Coordinate and manage background research materials for the Minister and Assoc DM.
4. Oversee the effective operation of the Assoc Deputy Minister's Office.
- Review action request responses to ensure content quality, accuracy, completeness, political sensitivity and reflection of department policy or position.
 - Lead and manage the operations of the Assoc DMO, including staffing needs and performance management processes.
 - Manage the Assoc DMO budget to ensure accountability.
 - Build cross-divisional linkages at the ADM and Executive Director level and sustain systemic conversations, increasing intra-ministry integration, in addition to supporting the enhancement of policy capacity within the ministry

Problem Solving

Typical problems solved:

The Director provides strategic advice to the Assoc DM, Executive Team, ministry staff, and external stakeholders. The position forecasts potential challenges with implementation and negotiates major issues in advance. The position must hold true to principles and confront problems directly, taking steps to rectify challenging situations. The Director uses knowledge of the overall organization to improve performance and initiates actions to optimize resources for the achievement of improved results.

The Director must be able to combine different approaches and perspectives across the ministry and from

other ministries, creating a safe space for people to think creatively. The Director must be able to identify barriers and creatively propose viable solutions.

The Director must be able to adapt quickly to the changing landscape and priorities, foster agility in others, create processes and opportunities that encourage proactive and flexible practices across the ministry, inter-ministry and with external stakeholder. The Director must be able to anticipate, evaluate, and proactively address organizational barriers to agility.

The Director must be able to quickly understand and implement rapidly changing direction by communicating clearly and professionally under pressure.

The Director provides advice and direction to the Executive Assistant to navigate essential stakeholder relationships and working quickly to resolve emerging issues.

Types of guidance available for problem solving:

The Director operates in a fast-paced environment, often with limited access to the Assoc Deputy Minister. The Director must lean on their network of well-developed relationships with the department's Executive Team, Communications and Public Engagement staff, Public Service Commission staff, and staff of other departments for advice, as required.

Direct or indirect impacts of decisions:

The Director reports to the Assoc DM and is the main point of contact for the Assoc DMO. The Director acts as the liaison and key resources for strategic support, advice and assistance to the DMO, ministry staff, the Minister's Office (MO) and other ministry DMOs. A key accountability is ensuring the Assoc DM is fully apprised of issues and stakeholder concerns related to emerging issues and ensuring the DM and MO are appropriately briefed on these issues.

The number of multiple related but distinct programs, the sustained intensity of high profiles/sensitive issues, and the extent of interaction with a wide range of diverse stakeholder groups (external services providers, public ABCs, industry players) with competing needs/interests characterize the Director's position with significant complexity and impact on outcomes.

Key Relationships

Major stakeholders and purpose of interactions:

Deputy Minister Office Staff - receive direction and provide updates/advice
Minister's Office staff - receive direction and provide updates/advice
Assistant Deputy Ministers/Offices - request information, provide strategic direction, issues management/tracking
Communications and Public Engagement - review public facing materials, ask for and receive advice and direction
Public Service Commission - ask for and receive advice
Deputy Minister of Executive Council's Office - respond to questions, brief on emerging issues
Other GOA DMOs - discuss strategic connections, manage issues, seek and provide information, align direction
Municipal stakeholders - provide information, discuss logistics

Required Education, Experience and Technical Competencies

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

If other, specify:

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

- University degree in a related field supplemented by a minimum of eight years of progressively responsible experience in issues management in a public sector organization.
- Experience with political/public service environment and knowledge of GOA policy development cycle,

- decision-making process, and legislative procedures, as well as legislative agendas, priorities of other governments and their likely impact on Alberta priorities.
- Experience with identifying key issues, including legal implications, risks, and risk mitigation strategies.
 - Experience giving advice, including deep understanding of the importance of defining the problem, developing solutions, and analyzing the solutions so that robust decision-making can occur.
 - Experience working in a multifaceted, fast-paced environment, using well developed verbal and written communication skills in the transfer of information to inform and influence executives and senior officials.
 - Strong change management, project management, and organizational skills, including managing a number of complex issues simultaneously and still delivering on results.
 - Knowledge of Freedom of Information and Protection of Privacy legislation, policies, and procedures.
 - Knowledge of GOA decision making processes, standards, systems, and protocols.
 - Strong knowledge of GOA strategic and operational business planning goals and processes, including reporting and evaluation.
 - Political acumen and understanding of Alberta’s political system, GOA mandates and related policies, and government structure.
 - Understanding of the business of the ministry including knowledge of various stakeholder groups and familiarity with issues, trends and directions.

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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Integrates broader context into planning: <ul style="list-style-type: none"> • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress 	The Director provides strategic advice to the Assoc DM, Executive Team, ministry staff and external stakeholders. The position forecasts potential challenges with implementation and negotiates major issues in advance. Must hold true to principles and confront problems directly, taking steps to rectify problem situations. The Director uses knowledge of the overall organization to improve performance and initiates actions to optimize resources for the achievement of improved results.

Develop Networks	○ ○ ● ○ ○	<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 	It is critical that the Director quickly establish credibility and initiate relationships with a broad range of people in unfamiliar environments, nurturing these relationships to build trust. The Director must invest effort in ensuring colleagues, client, and stakeholder needs are heard and that there is a shared understanding of context and space for information sharing.
Creative Problem Solving	○ ○ ● ○ ○	<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 addressing risks 	The Director must be able to combine different approaches and perspectives across the ministry and from other ministries, creating a safe space for people to think creatively. The Director must be able identify barriers to creativity and propose viable solutions.
Agility	○ ○ ○ ● ○	<p>Proactively incorporates change into processes:</p> <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 	The Director must be able to adapt quickly to the changing landscape and priorities, foster agility in others, create processes and opportunities that encourage proactive and flexible practices across the ministry, inter-ministry and with external stakeholder. The Director must be able to anticipate, evaluate and proactively address organizational barriers to agility.
	○ ○ ● ○ ○		Builds consultative and collaborative working relationships and partnerships in the ministry, across government, and with stakeholder organizations

			to develop and advance coordinated policy options. The Director must promote sharing of expertise among wide-ranging teams to achieve ministry outcomes. Must bring the right people together, create conflict-resolving environment to high-level goals to motivate and guide other to achieve results.
Develop Self and Others	○ ○ ● ○ ○	Plans according to career goals and regular development: <ul style="list-style-type: none"> • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development 	The Director must stay ahead of the curve and apply emerging approaches and or technologies. Must have an ability to create, support, and sustain a work environment that enables staff to achieve results and build skill capacities for the future.