

Ministry

Immigration and Multiculturalism

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Mgr Corp Planning & Operations

Current Class

Manager (Zone 2)

Requested Class

Manager (Zone 2)

Job Focus

Policy

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

DMO, Corporate Planning & Services

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Exec Dir Corp Plan & Services

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Ministry of Immigration and Multiculturalism is responsible for promoting and enabling an inclusive, multicultural society that embraces Alberta's diverse communities and that attracts and supports immigrants to strengthen and grow Alberta's economy.

A part of the Deputy Minister's Office, the Corporate Planning and Services branch is focused on driving alignment between the government and ministry priorities and the activities of the department through the provision of a broad range of corporate supports and services. The branch is responsible for leading strategic and business planning, risk management, and accountability reporting; leading corporate performance management and supports for corporate data and analytics; providing corporate accommodations services; and coordinating and implementing corporate governance initiatives for the department.

Reporting to the Director, Corporate Planning and Risk Management, the Manager provides leadership, direction and quality assurance to the team responsible for development and implementation of the ministry's strategic, business and operational planning processes and for development of associated internal and public accountability reports. This includes ensuring the integration of enterprise risk management into the ministry's planning processes and facilitating engagement with internal and external stakeholders. The Manager also provides leadership, direction and quality assurance to the team to support

the implementation of strategic and government-wide corporate governance initiatives.

The Manager works with staff at all levels within the department, and across government, to ensure legislative, policy, and business requirements for corporate planning and public accountability reporting are met and are applied in ways that meet the needs of the department. This role also ensures that internal stakeholder input is accurately and appropriately represented within ministry corporate plans and public accountability reports. The Manager maintains an understanding of the long-term strategic direction and priorities of the department, and works with financial, agency, policy, and data groups to ensure that these process are aligned and integrated into corporate planning and accountability reporting processes for the department.

Responsibilities

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

Program Development:

- Develop and implement a systematic approach to the department's corporate planning that integrates strategic, business and operational planning processes to ensure alignment of department resources with its mandate and priorities.
- Develop and implement department systems and processes to ensure results described in accountability reports, including results for performance measures and indicators, are reliable, comparable, understandable and complete.
- Regularly assess the department's planning, enterprise risk management and accountability reporting systems and processes and make recommendations to senior and executive management for continuous improvement and adherence to government and department requirements.
- Receive guidance from the executive team and adapt existing systems and processes to meet specific needs and time frames.
- Develop and implement systems and processes for the department to execute government-wide corporate governance strategies and initiatives, including in relation to human resources and information management and technology.

Program Administration:

- Ensure the department's accountability obligations under the Fiscal Planning and Transparency Act and the Financial Administration Act are met, and the business plan and annual report are prepared in accordance with Treasury Board standards.
- Ensure department submissions to Treasury Board and Finance for the Government of Alberta Strategic Plan and annual Performance Results report meet reporting requirements, , are accurate and complete, and align with the department's business plan and priorities.
- Ensure trends and issues are proactively researched and identified to provide insights into strategic risks and opportunities for the department, including through e-scanning and by leveraging external resources and stakeholders.
- Ensure the Deputy Minister's performance agreement and subsequent results reporting are prepared for submission to the Deputy Minister of Executive Council, and reflect ministry mandated priorities and align with the ministry business plan.
- Build awareness and understanding within the department of planning and accountability systems and processes, including through department town halls, division and branch-level engagement, internal communications channels and in-house training sessions
- Interpret enterprise-wide policies, procedures and processes, and ensure they are clearly communicated to and understood by department staff.

Stakeholder Engagement:

- Engage internal stakeholders in the planning and enterprise risk management processes, including to identify and validate desired outcomes and key objectives, risks, opportunities and mitigating actions that are integrated into department planning processes.
- Meet with internal and external stakeholders, such as Treasury Board and Finance, department agencies, internal staff, etc., to identify, communicate, prepare and train on business planning and corporate performance reporting, including performance measurement and evaluation.
- Liaise with key stakeholders (e.g., Treasury Board and Finance; Office of the Auditor General) to be aware of potential revisions or updates to regulatory and policy requirements and to ensure alignment on response.

Leadership / Mentorship / Employee Development:

- Support staff in their professional development goals by providing regular feedback and opportunities for training and stretch assignments where possible.
- Provide leadership, advice, guidance and direction to staff to effectively meet the branch goals, driving towards the achievement of outcomes for the branch, division, and ministries.
- Lead the team in a strong, systems thinking approach, identifying impacts, interconnections and/or unintended consequences across divisions to support innovative and effective approaches / alternatives, anticipate stakeholder reactions and manage issues and relationships.
- Demonstrate Alberta Public Service Values of Respect, Accountability, Excellence, and Integrity; contribute to the advancement of Diversity and Inclusion in the Alberta Public Service; and, foster a positive and inclusive workplace.

Unit / Branch Administration:

- Conduct meetings, supervision, one-on-one, and other performance management activities to manage individuals within the Corporate Planning and Operations team
- Lead the development of the annual operational planning, budgeting and forecasting for the team.
- Set goals and priorities to deliver results consistent with government direction, policy/ regulation requirements and stakeholder expectations.
- Develop, monitor and report on relevant performance measures for the unit.

Information Requests / Action Requests / Briefings:

- Manage the completion of action requests by seeking clarity when required, assigning appropriate resources and reviewing product to ensure accuracy, completeness and relevance.
- Manage and respond to requests for information in a timely manner. Provide guidance and support to senior leadership based on research and leading practices.

Problem Solving

Typical problems solved:

Lack of clarity or specific guidance on the development of required plans and frameworks from GoA directives.

Mitigation: The incumbent must collaborate with partners and stakeholders to clarify roles, responsibilities, as well as expectations for the department. This position relies on research and identification of relevant tools, processes, or templates as used by other ministries, jurisdictions or external entities to inform the development of these tools for the department.

Work of this nature requires input and liaising with stakeholders from outside of the Branch, with short

time frames to consult and receive information. Often, deadlines and turnaround times are outside of the control or influence of this position.

Mitigation: Build capacity within the team to assist with this response, and call upon broader staff from within the branch to provide required support and information as required. This position will build open communications and network with stakeholders to facilitate communication flow.

Types of guidance available for problem solving:

The Manager is responsible to lead the department's approach to corporate planning and performance activities, however, some decisions and approvals related to these processes and deliverables require executive approval. The Manager must work closely with the Director to escalate issues, risks, and decisions when necessary to obtain the appropriate approvals from the ministry executive.

Direct or indirect impacts of decisions:

The Manager provides leadership and direction to a team of professionals responsible for the department's corporate planning and reporting processes, deliverables and supports. The decisions from this position can directly impact the response and operations as related to disruptive events as they emerge. This role supports the department in understanding and actioning their role in risk management, and what to do in the event of risks. In addition, this role is responsible for ensuring the department is aligned with the response of other ministries.

Key Relationships

Major stakeholders and purpose of interactions:

- Corporate Planning and Risk Management Director: To consult on actions, risks, and obtain key approvals on processes, plans and templates. Through the Director, periodically engage with Executive Director and Ministry executive, including the Minister, Deputy Minister, Assistant Deputy Ministers, and/or ADMOs to obtain proper approvals for decisions as required.
- GoA Staff: Engage all staff levels within the GoA, including within the department, internal to the risk management team, across ministries and with key entities such as Treasury Board and Finance, Office of the Auditor General, and other ministries as required.
- External Stakeholders: Periodic engagement of key external stakeholder groups, such as the department's agencies, as needed.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

- Strong knowledge of business planning, performance measurement and evaluation best practices.
- Strong communication skills, both verbal and written.
- Ability to persuade and influence behaviour without direct authority.

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"/> | Takes a long-term view towards organization's objectives and how to achieve them: <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities | This position should identify key risks and potential barriers to the department's ability to achieve defined outcomes. |

| | | | |
|--------------------------|-----------|--|---|
| | | <ul style="list-style-type: none"> • 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 | |
| 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 Manager requires critical thinking and problem solving capabilities to be able to support operational responses to emergent and disruptive events. |
| Agility | ○ ○ ● ○ ○ | <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 | Disruptive events are difficult to plan for and are highly variable in nature. This role must be agile and flexible to respond to the emergent issues at hand. |
| Drive for Results | ○ ● ○ ○ ○ | <p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations | The Manager is directly responsible to lead and implement the plans that have been developed as well as provide operational response to materialized risks and disruptive events. |

| | | | |
|----------------------------------|--|--|--|
| Build Collaborative Environments | <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> | Collaborates across functional areas and proactively addresses conflict: <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 | The Manager must work closely with numerous stakeholders to provide and solicit information and decisions, often on short time frames. This position is also responsible to communicate and develop awareness with regards to risk management processes in the department. |
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Benchmarks

List 1-2 potential comparable Government of Alberta:

Manager, Business Planning, Culture and Tourism (M410-12)


