

MANAGEMENT JOB PROFILE

Alberta International and Intergovernmental Relations

Identifying Information	
Name: Working Title: Manager, Corporate Services Position Number: Supervisor's Working Title: Director of Ministry Support Services Date: 3 March 05	Division: Ministry Support Services Section: Location: 12th Floor Commerce Place Present Class./Band: Reason for Submission: <div style="margin-left: 20px;"> <input checked="" type="checkbox"/> Create <input type="checkbox"/> Update <input type="checkbox"/> Reclassification </div>

JOB PURPOSE

OVERVIEW

The Manager of Corporate Services will be responsible for managing the day-to-day functions of the financial, information technology, human resource and administrative operations of the department.

This role includes:

- ◆ Supporting the Director in the achievement on Ministry goals and objectives
- ◆ Contributing to the preparation of business plan, annual report, and briefing materials
- ◆ Participating on various interdepartmental councils and committees
- ◆ Ensuring efficient budgeting, processing, and accounting of departmental expenditures
- ◆ Overseeing preparation of financial statements, budget targets and estimates
- ◆ Drafting and recommending related policies
- ◆ Providing leadership and direction for staff including training, performance management, coaching and competency development
- ◆ Implementing financial, administrative and IT processes within the department
- ◆ Manage shared service agreements for financial, administrative, human resource and IT services

SPECIFIC RESULTS or OUTCOMES

Key results or outcomes for this role include:

- ◆ Director of Ministry Support Services is kept informed of operational status and requirements
- ◆ Financial budgets, operations, and reporting are accurate and implemented in a timely manner
- ◆ Financial statements and budget targets are prepared and tracked accurately
- ◆ Policies are drafted that are easy for staff to understand and accept, while still maintaining a level of professionalism and consistency to central directives
- ◆ Administrative functions, including records management, accommodation, purchasing, parking, library security, disaster recovery, and business resumption planning meet the needs of the department and are provided in a 'seamless' manner
- ◆ Information Technology support provides a level of service that is equal to or better than that provided across government

KNOW-HOW

1. Content Know-How:

Formal Knowledge/Skills

- ◆ Professional accounting designation (CA, CMA, or CGA) OR
- ◆ Accredited undergraduate degree in Business Administration or Commerce with a major in Accounting or Finance

Experiential Knowledge/Skills

- ◆ Experience in an accounting environment at a professional level
- ◆ Excellent knowledge of financial reporting and controls
- ◆ Be familiar with generally accepted accounting principles
- ◆ Knowledge of Government of Alberta financial legislation, department requirements, resource allocation methodologies
- ◆ Knowledge of Government of Alberta business planning and reporting processes
- ◆ Well developed analytical skills from a strategic perspective
- ◆ Solid interpersonal communication, networking and teambuilding skills

2. Leadership or Business Know-How:

- ◆ This position acts as the resource leader for Corporate Services staff. The incumbent in this role must be well organized and able to co-ordinate and guide multiple projects, systems and requirements.
- ◆ This position will provide advice and consultation to Corporate Services staff. The incumbent must be able to make decisions, act and think independently and yet include multiple perspectives in order to maintain the effective operations of Corporate Services.
- ◆ This position provides key support to the Director of Corporate Services in the achievement of business and operational plan goals and objectives. The incumbent must possess knowledge of the business of the department, and an ability to summarize and communicate progress and results, identify or project gaps and generate solutions when necessary.
- ◆ This position will manage Corporate Services staff. As such, the incumbent must possess solid employee management and supervision skills to be an effective team leader.
- ◆ This position will work in partnership with program areas to facilitate achievement of program, department and ministry goals. This position will also participate in cross-ministry initiatives and/or committees. The incumbent must be able to provide input into the decisions and outcomes reached by the various committees or programs.
- ◆ This position will be responsible for the management of Corporate Services. The incumbent will require an in-depth understanding and application of concepts required to manage financial, administrative, IT and human resources. This includes working knowledge of budget preparation, forecasting, and human resource planning and management systems.

3. Human Relations Skills:

Internal contacts are with:

- ◆ Contracted Human Resources
- ◆ Section staff who report directly or indirectly
- ◆ Senior management
- ◆ Director of Corporate Services

External contacts are with:

- ◆ Alberta Finance
- ◆ Office of the Auditor General
- ◆ Office of the Chief Internal Auditor
- ◆ Restructuring and Government Efficiency
- ◆ Cross-Government Teams

PROBLEM SOLVING

Difficult or Challenging Situations:

- ◆ The incumbent will be expected to act independently and manage situations and challenges using best judgment, reasoning and management skills.
- ◆ The issues in Corporate Services could be complex due to providing service to two Ministries. This will require the incumbent to conceptualize these corporate-wide problems, develop alternate models during problem solving and analysis, and integrate conceptual and practical experiences into identifying and implementing a solution.
- ◆ Situations, problems or challenges may be unstructured and require creative approaches. A variety of problem solving techniques may be required.
- ◆ Situations, problems or challenges must be resolved with the understanding of the department's and section's mandate and goals.
- ◆ The Director can be approached for guidance and/or involvement if required; however, the Manager should have at least attempted to resolve the situation, problem or challenge first.

Complex Problems:

- ◆ Complex problems may stem from financial, administrative or IT issues. Problems may be related to specific content (e.g. a budget) or related to the overall timing, resource allocation or management of an issue. Thus, different problems solving models and approaches may be required as well as the flexibility to switch between different types of issues.
- ◆ Policies, guidelines and procedures must be easy for the line staff to understand and accept, while still maintaining a level of professionalism and consistency to central directives

ACCOUNTABILITY

Freedom to Act:

As the Manager of Corporate Services, the incumbent is responsible for the effective day-to-day operations of Corporate Services and for the decisions that impact those areas. This position is afforded wide latitude of personal and procedural independence and freedom to act within the guidelines and policies of the department, in Corporate Services and the Ministry's best interests.

Specific Guidance:

- ◆ CICA Handbook
- ◆ PSAB Handbook
- ◆ Financial Administration Act
- ◆ Metis Settlements Act
- ◆ Treasury Policy and Procedures Manual
- ◆ Directives issued through CIO Council
- ◆ Directives issued through SFO Council
- ◆ Departmental policies
- ◆ Central Directives

Impact:

The role is crucial to the effective management of the Corporate Service resources, which leads to the realization of the Ministry's goals. Ministry Support Services is a function that appears seamless when it is working well; the result when it is not is duplication of functionality and a lack of confidence in its ability to deliver.

This position will directly impact the operations of Corporate Services. Impact will be felt most by the staff that report to the Manager, followed by the staff and stakeholders who are on the receiving end of Corporate Services. Other departmental staff, such as the Director of Corporate Services, other

Ministry staff, and staff from other ministries that may be on cross- ministry teams or committees will also be influenced by this position.

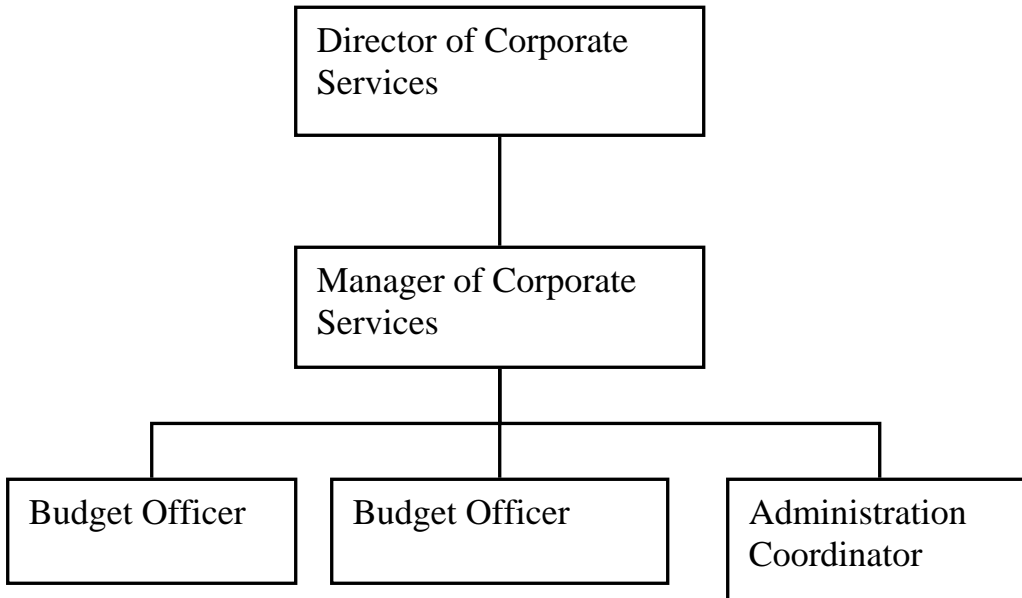
ADDITIONAL INFORMATION:

No specialized knowledge of International and Intergovernmental Relations or Aboriginal Affairs and Northern Development is required to be successful in this position. This position will service both departments via a shared service agreement.

COMPARATORS:

Infrastructure & Transportation. - Manager, Business Information Support
Infrastructure & Transportation - Manager, Human Resource Services
Infrastructure & Transportation - Manager, General Accounting
Municipal Affairs - Manager, Admin. Services

ORGANIZATION CHART:



SIGNATURES

Incumbent: _____
Name Signature Date

Supervisor: _____
Name Signature Date

Reviewing Officer: _____
Name Signature Date