



JOB DESCRIPTION

Position Information

Position Number Standardized Job Description	Position Title Senior Analyst, Business Analysis	
Position Classification AS-05	Effective Date	
Decision Number	Job Code TBD (with supervision)	National Occupational Classification
Department/Agency Correctional Services Canada (CSC)	Grievance Officer Yes <input type="checkbox"/> No <input type="checkbox"/>	Office Code
Organizational Component (Branch/Division)	Geographic Location	
Language Requirements	Linguistic Profile	
Communication Requirements	Security Requirements	

Supervisor Information

Position Number	Position Title	Position Classification
------------------------	-----------------------	--------------------------------

Employee Statement

I have been given the opportunity to read and comment on the content of this job description.

Name of Employee	Signature	Date
-------------------------	------------------	-------------

Supervisor Statement

This job description accurately describes the work assigned to this position.

Name of Supervisor	Signature	Date
---------------------------	------------------	-------------

Manager Authorization

This job description accurately describes the work assigned to this position.

Name and Title of Manager	Signature	Date
----------------------------------	------------------	-------------

JOB DESCRIPTION

Client Service Results

Substantive advice, guidance and analysis on the development, implementation, and evaluation of existing and new business processes, practices, and tools that translate program and service frameworks into deliverables for one or more business streams within an organization. The position supervises 1-3 employees at either the junior or intermediate level.

Key Activities

Collaboratively, leads the development of policy and program frameworks, protocols, structures, strategies, projects and initiatives aligned to client needs, departmental strategies, government directions and business transformation initiatives.

Identifies organizational needs, designs and develops appropriate supports according to assigned responsibilities (i.e. branch research agenda, branch governance mechanisms, project management oversight, business planning, risk and investment management strategies, review and reporting regimens, information management, and partnership).

Leads the review and development of policies, risk assessments, tools, frameworks, strategies, and reports related to new projects and initiatives, program review and development, and the improvement of service delivery.

Reviews and prepares reports on horizontal issues, client feedback, client segments, the regional environment, inter-governmental and non-governmental affairs for use in policy and program analysis, issue identification and resolution.

Plans and conducts complex, multi-dimensional research studies for information and data, and analysis of internal and external environmental data, government priorities, business plans and other key documents, and assesses demands for client segment strategies, policies and frameworks.

As an expert advisor, leads advocates and provides advice and recommendations to senior management and employees on strategies, framework, structures and effective organization-wide mechanisms; influences the adoption of innovative policies, processes, services and practices within the Department.

Leads and or participates in committees and working groups to oversee the design, reengineering or improvement of business processes/projects, pilot projects, including the bench-marking and measurement of results and to ensure alignment and efficiency by defining clear accountability for leads and team members.

Supervises 1-3 employees.

Skills and Knowledge

Comprehensive knowledge of the mandate, roles, responsibilities, business lines, goals, policies, practices and procedures of the work unit and its interdependencies; comprehensive knowledge of policies and procedures related to administrative, financial and human resources to understand the work, conduct operations, and coordinate a range of activities.

Departmental mission, vision, mandate, organizational structure and priorities to manage the development of strategic frameworks and approaches to new and modified programs, projects and services; to establish objectives aligned with the organization's mandate and priorities.

Sound knowledge of legislation (e.g. Access to Information/Privacy Acts, Official Languages, Financial Administration Act (FAA), Public Service Employment Act (PSEA), etc.) relevant to the exercise of delegated authorities; as well as legislation specific to the Department's programs and service offerings to analyze evaluation activities and service transformation initiatives related to service delivery and program design.

Strong knowledge of policies, programs and practices in order to research and analyze program evaluation and service transformation initiatives, to contribute to the development of policies and strategic direction, and to provide risk assessment and advice to management on the implication of service policy and program direction.

Sound knowledge of the theories and principles of public policy and/or service development; principles and processes of program and/or service design, development and delivery to gather and analyze data, develop options, strategies, recommendations and advice on a broad range of program, policy and service issues.

Sound knowledge of planning principles and techniques, to act as a source of expertise to provide substantive advice, guidance and recommendations on the effectiveness and impact of program/ service delivery initiatives.

Strong analytical skills and research capabilities to develop solutions to managerial and operational problems, make recommendations, provide functional advice to staff having to cope with complex work situations, resolve complex issues and improve client services.

Strong knowledge of project management methods, techniques and practices to develop complex proposals, business and work plans, estimate human and financial resource requirements, identify risk and alternative actions, monitor and report progress, and manage problems related to the implementation of deliverables. This knowledge is required to lead multiple project teams and working groups.

Strong communication and interpersonal skills are required to: promote and develop partnerships and working agreements with OGDs and other levels of government; to develop strategic planning processes; and participate in program and service evaluation activities.

Strong writing skills are required to consolidate and synthesize information from diverse sources and write text relevant to the studies and reports in progress.

Effort

Physical effort is required to:

Conduct day-to-day activities such as working at a computer, attending meetings, making presentations.

Intellectual effort is required to:

Provide substantive advice and guidance and to lead the development of frameworks, strategies, and research approaches required to analyze, interpret and recommend changes to programs, services and policies and procedures.

Plan and conduct research and analysis on policy, program or service delivery. Research and analysis activities involve collecting and compiling data that is often multi-faceted and may be contradictory in nature, identifying issues and options, and developing recommendations on policy and program strategies and alternatives. Some issues fall outside current theories and practices and may require developing and recommending new approaches.

Lead and motivate subordinates, while directing the provision of operational and technical advice.

Develop a variety of comprehensive reports and briefings on a range of complex issues, within strict timeframes and deadlines for audiences at various levels of understanding and or knowledge of the subject matter.

Provide substantive recommendations to senior management on the development of frameworks, strategies, and research and analysis approaches to resolve complex issues and problems. Recommendations are designed to enhance management frameworks, risk management, controls and governance processes.

Lead and/or participate in multi-disciplinary project teams, joint ventures with internal and external stakeholders that lead to developing, initiating and implementing consultative processes, plans, frameworks, negotiations, and substantive recommendations to senior management.

Knowledge of human resource management theories, practices, policies and processes to supervise subordinates; to allocate work effectively, resolve issues, provide functional guidance and manage performance.

Responsibility

Human Resources:

Position supervises up to 3 subordinates and may lead short-term research projects. The activities include leading and/or participating in the recruitment process; establishing roles and responsibilities; assigning work; monitoring and assessing performance; mentoring and coaching; determining and establishing learning plans; and resolving performance issues.

Financial Resources:

Plan, manage and implement budgetary allocations for concurrent projects; forecasts costs, controls expenditures and recommends payment.

Authorizes expenditures for travel, contracting, equipment and other needs and confirms receipt of goods and services per contract specifications.

Technical Resources:

Maintain temporary custody and safekeeping of confidential or secret documents as well as proprietary and commercially confidential documents borrowed from clients and stakeholders. These files are used in the performance of own work activities such as the analysis or review of ethics-related issues and initiatives.

Working Conditions

Physical:

The work is performed in government office facilities, which meet accepted standards of health, safety and comfort. There are extended periods of sitting to work on a computer and attend meetings; long distance air travel leads to physical discomfort.

Psychological:

The work involves daily and continuous exposure to conflicting demands for information, advice and action from management, team members, contractors and colleagues in other organizations and to time pressures associated with management, committees and interdepartmental meetings, as well as unpredictable operational emergencies; dealing with contentious and charged issues.

Additional Information

N/A