

Organizational Context – Contexte organisationnel

Applies to: Positions in the Administrative Services work stream, that deliver the administrative activities within the organization.

This position liaises and coordinates with corporate functional specialists (e.g. Human Resources, Procurement, Finance, ATIP, IM, IT, Library, etc.) who provide services to staff. The functional specialist is responsible for the development and implementation of a department-wide framework in its area of expertise according to central agency acts, regulations and policies, whereas this position is responsible for understanding, interpreting and integrating business needs, liaising with corporate services providers, and developing internal mechanisms and processes. This enables the organization to meet its business objectives while respecting established overall frameworks.

Client Service Results – Résultats axés sur le service à la clientèle

Provision of advice and implementation of administrative services* within the organization.

**Administrative services include but are not limited to such activities as finance, human resources, materiel management, contracting/procurement, accommodation, assets control/inventory, information management, travel, hospitality, ATIP, etc.*

Key Activities – Activités principales

1. Provides advice, guidance and explanation of various policies, procedures and systems related to administrative services to colleagues, clients and management.
2. Liaises with staff and management on an on-going basis to ensure transmittal of information and timely action on urgent issues.
3. Delivers administrative services by analyzing, coordinating and completing service request submissions and follow-ups.
4. Tracks and manages bring forward and follow-ups with clients to ensure timeliness and completion of work to meet service guidelines.
5. Assists in the research, planning, development, preparation, consolidation and submission of documents related to administrative services (e.g., procedural manuals, training documents, presentations, reports).
6. Manages information in databases and/or systems; analyzes and reviews information found in databases in order to create canned and adhoc reports and other documentation, as well as to provide advice based on data found in the system.
7. Conducts research and analysis of operational trends and issues; identifies and monitors operational needs in terms of human, financial or material resources; recommends options and responds to requests and requirements.
8. Drafts correspondence, presentations and documentation to support decision-making, and ensures adherence to departmental guidelines; produces and updates reference documents, guides and websites.
9. Participates in committees and/or working groups established to improve service practices via analysis, testing and reporting on innovations to service offerings, tools or systems.

Skill – Habilités

Intellectual Skills – Habiletés intellectuelles
Knowledge – Connaissances

The work requires knowledge of:

- Organization's mandate, regulations, policies and structure, as well as administrative procedures to deliver services and identify sources of information. This is also required to provide guidance and interpretation related to administrative services, as well as to participate in committees and working groups.
- Organization's priorities in order to support them by providing advice and guidance, as well as to monitor deliverables and ensure transmittal of pertinent information. This knowledge is also required to identify issues and trends affecting the organization.
- Relevant acts, such as, but not limited to the Financial Administration Act (FAA), Access to Information and Privacy (ATIP) Act, Public Service Employment Act, Employment Equity Act, Official Languages Act, Canada Labour Code, provincial employment standards, as well as Treasury Board Secretariat directives and policies in order to provide related advice, guidance and explanations. This knowledge is also used to ensure that administrative activities and provided recommendations comply with legislative guidelines.
- Information management practices and techniques in order to maintain information in databases, systems, guides and websites, as well as to prepare documentation and presentations.
- Human resources and finance procedures, in order to track, review, coordinate and complete requests and follow-ups. This knowledge is also used when providing guidance and advice to colleagues and management.
- Office software, databases and systems used within the department to input and retrieve data, to produce reports and to participate in committees or working groups for service improvements.
- Service standards and operational requirements, in order to monitor them, as well as deliverables and service requests, and ensure that all activities comply with standards. This knowledge is also required to ensure timely action on urgent issues, follow-ups and transmittal of information.
- Research methods are required to research information for the preparation of documents, as well as to research operational trends and issues, in order to provide background information and to support recommendations made to management.

The work also requires analytical and coordination skills to review and organize service requests and follow-ups, to prepare and consolidate documentation, and to identify and monitor operational needs. There is also a need to analyze information found in databases, systems and websites, as well as a need to analyze trends and issues that can affect the organization's priorities and projects.

Critical thinking, judgement and initiative are used in order to monitor operational needs of the organization, identify issues and in turn recommend options.

There is a need to research and keep up to date with trends and issues regarding administrative services, as well as trends and issues affecting the organization's daily operations in order to provide advice and guidance to colleagues and management. This is also necessary, as the incumbent has the latitude to develop solutions for situations where existing procedures may not be adequate. In these cases, the incumbent refers to policy documents, legislation, functional and corporate specialists and/or management.

The work requires a combination of expert subject matter knowledge, expert knowledge of the organization's business processes, practices, requirements, operations and in-depth knowledge of related documentation (including policies, regulations, legislation and procedural manuals). This knowledge allows the incumbent to further understand matters and provide interpretation, options and advice on complex cases. It is also used to process and render decisions on such cases (when required).

Decision-making and problem-solving requires judgement, initiative and discretion. Established courses of action are readily available, but problem-solving may require the incumbent to modify such established methods to better fit the issues at hand. In cases where solutions would not be within the intent of established methods, direction can be sought from management and/or specialists.

The work requires the study of reports, texts and other publications concerning administrative services and tools in order to remain up to date with related trends and developments. An example of this would be to stay aware of developments and updates in information storage and retrieval systems that could be beneficial to the

efficiency of services offered by the organization.

Discretion is used to deal with certain administrative tasks and issues, such as personal information regarding employees (HR-related tasks) and sensitive financial information.

Communications Skills – Habiletés de communications

The work requires strong communication skills to consult with subject matter experts and corporate functional specialists on complex and/or sensitive issues and files. Verbal and writing communications skills are required to provide advice, guidance and explanation of policies and procedures, and to recommend options regarding operational needs and complex and/or sensitive files. These communication skills are used to liaise with staff and management to ensure transmittal of information and timely action on urgent issues. The skills are also used to exchange information with contacts inside and outside the organization, such as colleagues, other staff and management and specialists.

Writing skills are required to draft correspondence and documentation, as well as to produce and update guides and websites.

Persuasion skills are required as frequent contact is made with service providers, suppliers, technical staff, corporate functional specialists and other employees in order to obtain assistance and agreement on administrative matters and/or issues of mutual concern. An example could be persuading employees from outside departments and/or organizations to share their models, input, and/or stance on specific matters. Another example of this can be persuading technical staff to formally and/or informally provide their expertise and advice regarding certain issues.

Instructional skills are used when providing advice, guidance and explanations on administrative policies, procedures and systems.

The work requires establishing key contacts within the organization, as well as from central agencies and other government organizations in order to obtain information, advice and services.

Physical Skills – Habiletés physiques

Physical and/or Sensory Skills – Habiletés physiques et/ou sensorielles

Coordination skills are required to operate telephones, office equipment, computers and peripherals to draft documentation and obtain information from various sources.

Coordination is required to manipulate data on a screen using a pointing device when inputting information in databases/systems, producing reports and initiating the drafting of correspondence.

Effort – Efforts

Physical Effort – Effort physique

Physical effort is required to remain seated at a desk for extended periods of time, while focusing eyes on a computer screen to complete requests, respond to enquiries, draft correspondences and manipulate data in databases and/or systems.

Physical effort is required to obtain physical documents from places such as drawers, shelves and cabinets and move them to other offices. There is an occasional requirement to move audio-visual and office equipment such as projectors and computers.

Sensory Effort – Effort sensorial

Sustained attention and reading are required to explain policies, procedures and systems related to administrative services, to review requests and to maintain information in databases and/or systems. These efforts are also used when monitoring operational needs, conducting research, as well as when analyzing trends.

Sustained attention and concentration are required to plan and develop documents, to review service requests and to find solutions to problems.

Listening and concentration are required when receiving enquiries or information.

Responsibility – Responsibilités

Management of Human Resources / Gestion des ressources humaines

Responsible for identifying and monitoring human resources needs, in support of the manager's role.

All work is done in accordance with Treasury Board Secretariat and departmental policies and procedures.

Management of Financial Resources / Gestion des ressources financières

Responsible for identifying and monitoring operational finance needs, in support of the manager's role.

All work is done in accordance with Treasury Board Secretariat and departmental policies and procedures.

Management of Technical Resources / Gestion des ressources techniques

Responsible for identifying and monitoring operational material needs, in support of the manager's role.

Responsible for the custody of hard copy and electronic files for own use and that of the organization's staff, and adhering to the appropriate storage and disposal policies and procedures.

Responsible for the use of office equipment and custody of office supplies. Responsible for arranging obtainment, repair or removal of office equipment.

All work is done in accordance with Treasury Board Secretariat and departmental policies and procedures.

Working Conditions – Conditions de travail

Physical Work Conditions / Conditions physiques de travail

The work is performed in an open office environment where there is a lack of privacy, and exposure to noise from office equipment and conversations, and interruptions from callers, visitors and colleagues.

The work may require the incumbent to work from home, in a hotelling space, or hybrid (combination of in-office and remote-work schedule) either of which are very different from full time predictability of the office and exposure to colleagues and office noise.

Psychological Work Conditions / Conditions psychologiques de travail

There is a need to remain composed under pressure of multiple demands, tight time frames and multiple priorities. Activities have to be reassessed and reorganized routinely. There is little control over the pace of work as it is dictated by the demands of the organization. There is a need to adapt to changes in direction and decisions taken by senior staff. High-pressure conditions occur intermittently.

In remote and hotelling work, there is a requirement to manage one's time, long silences and lack of colleagues with whom to discuss ideas. The technology used in these environments allows for constant and direct interruptions from clients with no need to book appointments or spaces to meet. In this instance, there is a lack of control over one's schedule as well as whom has immediate access to it.

There is exposure to complaints and criticism from frustrated clients as it pertains to the provision of administrative services.