

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 planning, analysis and advice, implementation and monitoring 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. Anticipates and determines the requirements for support services, evaluates their effectiveness, plans, delivers and implements processes, tools and systems to support and improve administrative services.
2. Participates in the development, maintenance and review of performance indicators towards the achievement of operational needs.
3. Implements approved support service programs and procedures and ensure compliance.
4. Explains regulations and policies and provide advice and recommendations to management through the review of information gathered from corporate functional specialists and central agencies.
5. Leads the planning and development, preparation, consolidation and submission of documents related to administrative services.
6. Develops and updates comprehensive documentation including operational procedures manuals, briefings, and training sessions.
7. Participates in, and provides subject matter expertise to project teams, working groups, committees, managers and colleagues.

Skill – Habiletés

Intellectual Skills – Habiletés intellectuelles **Knowledge – Connaissances**

The work requires knowledge of:

- Organization's mandate, regulations, policies and structure, as well as administrative procedures in order to plan, deliver and implement administrative services, identify sources of information, and provide explanations and recommendations to management. This knowledge is used to participate in the development and maintenance of performance indicators, to develop and update manuals and training sessions, as well as to provide subject matter expertise to project teams, working groups or committees.
- Organization's goals and requirements in order to develop and maintain performance indicators. This knowledge is also used when reviewing data from performance indicators to measure results, prepare reports and provide advice and recommendations.
- Relevant acts, including, 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, and other program-specific legislation, in order to ensure that the organization's activities and documentation comply with such legislation and directives. This is especially important, as the incumbent is responsible for the planning and development of administrative services within the organization. This knowledge is also used to provide advice and guidance to management on their application.
- Information management practices and techniques in order to develop and update comprehensive documentation, as well as to gather and disseminate information as necessary.
- Office software, databases and systems used within the organization to input and retrieve data, make improvements or recommendations and implement changes.
- Types of tools, documentation and processes related to administrative services (e.g., tracking of finance, procurement, HR activities) used in the organization in order to lead their planning, development, preparation and submission.
- Trends and developments in general administration and project management techniques in order to lead and plan the delivery and implementation of tools, processes and systems.

The work requires disciplined and methodical recording of information and data gathering for tracking and analytical purposes. This is used in the development and maintenance of performance indicators, as well as in the preparation and consolidation of reports and other documentation.

The work requires a strong understanding of administrative services, whom the functional authorities are and critical thinking in order to provide interpretation, advice and recommendations to management. Judgement and initiative are also required when providing advice and recommendations.

Discretion is required when dealing with sensitive and personal information, in supporting senior management in managing human resources and finance.

The work requires strong decision-making skills, as the incumbent is responsible for planning, developing and implementing new and/or improved tools, systems and processes to support administrative services for the organization.

Critical thinking, judgement and initiative are used to identify and research underlying issues in order to clarify requirements, select and pursue the appropriate analytical path, and modify existing solutions to resolve problems. Analytical skills are required to anticipate specialized administrative requirements (e.g., new reports for new projects), as well as to analyze systems and service delivery and effectiveness.

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 and/or advice can be sought from management, more senior colleagues and/or specialists.

The work requires experience in understanding of the client's work, in anticipating needs and in making autonomous decisions as to the best use of time and resources to meet business requirements within its administrative fields of work, reporting and how to manage client relationships. Decisions may require a change in how the administration of the program or processes work based on the requirements of clients or changes made by functional authorities, and in responding to these. The decisions are typically limited in scope to their portfolio, however, recommendations are also made to improve administrative business across administrative units when working in collaboration.

The work requires experience in training and leading subordinates in the work and ensuring quality control over work done.

The work requires developing and maintaining an in-depth knowledge of administrative services and/or the interrelationships of trends and developments regarding the organization's program(s). This is done through the study of a variety of texts, reports and other emerging documentation and publications. This knowledge is used to determine operational requirements, to implement improvements and changes to services, in order to work towards the achievement of operational needs.

There is a need to keep up to date with administrative tools and developments, as well as the organization's objectives and requirements in order to ensure efficiency in the administrative services provided, as well as to ensure timely follow-ups.

Process decisions are made to effect service provision to client areas and senior managers as needed, requiring a thorough knowledge of administration. Problem solving requires the reviewing the results, effectiveness, quality and timing of services. Recommendations are given to supervisors on important program changes needed and then implemented as directed, tracking and following up on changes and gaps in process. These changes also lead to the need for and completion of updates and/or changes to procedural manuals and training sessions.

Communications Skills – Habiletés de communications

Verbal and written communication skills are required to consult corporate functional specialists and key contacts from central agencies, provide explanations, advice and recommendations to management on policies and regulations, as well as to plan and deliver administrative tools and systems. These skills are used to liaise with

staff, and management within the organization, as well as to provide insight and explanations when participating in project teams, working groups and committees.

Writing skills are required to plan and develop documentation related to administrative services and/or operational procedures manuals, briefings and training sessions.

Instructional skills are used when providing explanations, advice and recommendations on administrative policies, procedures and systems, as well as when implementing new tools.

Presentation and adaptive communications skills are used to provide training sessions, as well as explanations of policies and guidelines, as this sometimes requires explaining technical language to non-specialists.

Persuasion is used to seek support and agreement from management and/or clients when providing advice and recommendations on issues associated to administrative services.

This position requires collaborative skills as they may represent their department in meetings and working groups on administration related topics.

The work requires establishing key contacts at central agencies, as well as key functional specialists, in order to obtain guidance from them to provide advice and explanations on policies and regulations to clients and/or management.

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 drafting 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, develop and maintain documentation, tools and 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 sensoriel

Reading skills are used to explain information, regulations, policies and procedures related to administrative services and to update comprehensive documentation (e.g., manuals, briefings and training sessions).

Listening skills are required when consulting with clients, management and/or colleagues in working groups and committees. Listening skills are also used when consulting with functional specialists and contacts from central agencies.

Sustained attention and reading are required when reviewing requests, as well as when developing and updating comprehensive documentation.

Concentration is required when receiving enquiries or information, as well as when conducting research, reviewing data from performance indicators and when producing documentation.

Sustained attention and judgement are required to review and evaluate the effectiveness of administrative tools and services, as well as to make recommendations for consolidations, updates and/or elimination of work processes and procedures.

Initiative and judgement are required to plan and implement changes to work processes, tools and procedures.

Responsibility – Responsibilités

Management of Human Resources / Gestion des ressources humaines

Responsible for planning, delivering and implementing administrative services, tools and procedures, as well as for developing and updating documentation related to human resources.

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 planning, delivering and implementing administrative services, tools and procedures, as well as for developing and updating documentation, related to financial resources.

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 planning, delivering and implementing administrative services, tools and procedures, as well as for developing and updating documentation, related to technical resources. This is done 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 and recommendations.

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