

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. Develops, leads and implements administrative services, tools and procedures.
2. Advises senior client management on plans and administrative projects they are involved in or have need of.
3. Conducts research, analyzes data and consults with clients to ascertain work needed to meet objectives. Reviews staffing levels with the client, in order to help them plan for capacity and anticipate coming needs such as retirements. Develops support and work plans to ensure that each administrative requirement is prepared in advance of needs.
4. Reviews existing services with a view to improving or streamlining processes or changing work to suit the needs of the client. Determines the priority of issues, including analysis of complex and/or sensitive files; plans, recommends and implements courses of action and follows up to ensure completion.
5. Plans and manages work of assigned projects; identifies and anticipates risks, and analyzes policies and procedures, such as those required when assisting a client manage budget, salary and procurement expenses.
6. Manages results in relation to business plans, in order to improve the overall efficiency and effectiveness of operations, with the authority to recommend changes in the administration of a program area to meet client needs.
7. Leads the development of briefing documents and/or materials, presentations and press releases.
8. Participates in, and provides subject matter expertise to project teams, working groups, managers and colleagues involved in developing and coordinating strategies and initiatives.

Skill – Habiletés

Intellectual Skills – Habiletés intellectuelles

Knowledge – Connaissances

- Organization's mandate, policies and structure, as well as administrative procedures and business objectives to plan, lead and implement administrative services, tools and procedures, to conduct administrative research and develop strategies to support tracking of finance, procurement or HR activities, or recommend actions in order to meet planning objectives such as follow ups with clients regarding succession planning and the production of quarterly reports on staffing levels, retirements and skill shortage areas. This knowledge is also required to participate in project teams and working groups in order to discuss issues with some authority to make changes in administrative programs, or to reprioritize work to suite business needs of the client.
- 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 to ensure that existing and recommended administrative processes and procedures comply with legislative guidelines. The same is needed when assisting management in the development and implementation of initiatives and projects.
- Information management practices and techniques in order to lead the development of documentation (e.g. briefing documents, presentations, press releases), and to gather information and disseminate it as necessary. Some examples are follow-ups for senior client management to remind them of their requirement to complete mandatory training provisions or personnel assessment evaluations before the due dates given by functional authorities in the department and to report on success or mitigating circumstances statistically.
- Office software, databases and systems used within the organization to track, report, conduct research and analyze data, monitor results in relation to business plans and to plan parts of projects. This knowledge is also used to lead the development of documentation (e.g., briefing documents, presentations, press releases).

The work requires disciplined and methodical recording of information, gathering of data for tracking and analytical and coordination skills to help make decisions on what services to develop, lead and how to implement new tools, services and procedures.

The work requires strategic thinking and use of information sources and the gathering of specific advice from functional authorities in order to make supportable decisions and changes to programs and to develop reliable advice to management.

Critical thinking, judgement and initiative are used to conduct reviews and analysis, to determine the priority of issues, and to make decisions and recommendations about finance, accommodation, procurement and HR administration for the client portfolio. Critical thinking is also used to follow up and monitor results and to adjust strategies and changes in administrative program work in order to meet client goals.

The work requires a deep understanding of administrative services, whom the functional authorities are, significant people and relationship building skills, critical thinking and judgement to identify and anticipate risks when managing assigned projects and working within the spirit of policies and procedures.

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 stay up to date with current and emerging administrative and operational trends and developments, to ensure maximum efficiency of related services and tools, as well as to effectively plan and manage the work of assigned projects.

Strong decision-making skills, critical thinking and analysis are required to determine the priority of issues, identify and anticipate risks, patterns, trends, impacts and inter-relationships, as well as to plan and manage work of assigned files. The incumbent is responsible for overseeing the effectiveness and efficiency of administrative services supporting the organization's projects, as well as for reviewing operational requirements and ensuring that related plans are prepared in advance of needs. These skills are also important for choosing viable options to bring to management in order to make positive changes in the organization's program and/or services. The use of these skills is guided by the organization's objectives, policies and plans.

Judgement is required when assigning and reallocating administrative tasks to other administrative service and/or administrative support staff, as decisions can cause delays in delivery of work, as well as on the workload of individuals.

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

The work requires reviewing the organization's services and analyzing complex issues and/or files, in order to identify opportunities for improvement and to plan, recommend and implement such changes. Due to the nature of such issues, problems cannot be solved by using established methods. Instead, they are solved by applying modifications to established practices and/or by designing new paths to solutions within the intent of established programs. The impact of these paths can be difficult to identify, as they are of a complex and/or sensitive nature, but are critical, as the proposed recommendations make changes to the organization's program delivery.

Decisions made by the incumbent require a high degree of judgement, initiative and discretion, as they have an impact on the delivery of administrative services, which in turn can also affect program delivery.

Communications Skills – Habiletés de communications

Verbal and writing communications skills are required to consult corporate functional specialists, staff and clients in order to meet objectives, provide advice and to make recommendations to management. These skills are also used to lead, participate in, and provide expertise to project teams and working groups, as well as to develop, lead and implement administrative tools and systems.

Verbal and writing communications skills are also required to give directives when assigning tasks to others and ensuring that they are well understood.

Writing and speaking skills are required to communicate and influence the direction and complexity of plans, and to detail how decisions were reached and to be able to implement these into day-to-day administrative processes. The work requires the ability to communicate as a senior level administrative advisor with the authority to meet with clients and change basic administrative services to suit client needs within the spirit of guiding administrative policy and regulations.

Writing skills are required to lead the development of documentation such as briefing documents and/or materials, presentations and press releases.

Instructional communications skills are used when implementing administrative services, tools and procedures, as well as when providing recommendations and liaising with clients.

Presentation skills are required to synthesize information from various sources and adapt complex material for different audiences to provide background information and possible gains and results when presenting advice and recommendations to management. Presentation skills are also used when defending views and positions with various audiences.

Persuasion skills are required to convince staff and/or clients to adopt a particular course of action and/or to get buy in from management when seeking support and agreement on specific recommendations.

Negotiation skills are also required when consulting with clients in order to develop strategies to meet objectives. These skills are also important when taking decisions and making changes to administrative programs within the control of the position's authority.

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 analyzing information in databases/systems, monitoring results and developing documentation.

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, conduct research and analysis, and to develop and implement 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 understand policies, procedures and systems related to administrative services.

Sustained attention and reading are required when reviewing requests, conducting research and analysis, determining priorities and monitoring results related to business plans.

Concentration and initiative are required in order to review and monitor project plans, progress, and provide updates and/or recommendations to client management.

Initiative and intellectual effort are required to analyze data, review existing services and identify any areas that require updates and/or changes, as well as to develop recommendations to be presented to management.

Initiative and judgement are required in order to lead, plan, implement and oversee administrative services and assigned projects for the organization.

Accuracy is required in order to track and manage the results of business plans, in order to identify and anticipate risks, and to analyze options for improvement, as well as related policies and procedures.

Concentration and listening are required when receiving information and consulting with clients.

Responsibility – Responsibilités

Management of Human Resources / Gestion des ressources humaines

Responsible for developing, leading and implementing administrative services, tools and procedures related to human resources, in support of the manager's role.

Responsible for leading working groups, committees and project teams.

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 developing, leading and implementing administrative services, tools and procedures related to finance, in support of the administrative 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 developing, leading and implementing administrative services, tools and procedures related to services offered, including the need to maintain database information or specialized reports, either timed or ad-hoc, in support of the client.

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 and management as it pertains to the provision of administrative services and proposed recommendations.

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