



## IDENTIFICATION

Department	Position Title	
Municipal and Community Affairs	Senior Administrative Coordinator	
Position Number(s)	Community	Division/Region(s)
21-0057	Yellowknife	Directorate

## PURPOSE OF THE POSITION

The Senior Administrative Coordinator position is directly responsible and accountable for providing senior corporate level operational leadership and support services within the Department in order to ensure effective operation of the Deputy Minister's office and efficient processes between the offices of the DMs, Premier/Ministers and the departments. This position provides guidance and support to Directors responsible for hiring, training, managing and the supervision of administrative professional staff for the department and provides corporate leadership support to the Deputy Ministers Executive Secretaries Committee.

This position provides objective analysis and broad advice on services relating to the administrative management of the individual department and GNWT wide.

## SCOPE

This is a unique position dealing with highly confidential operations critical to the administration of government.

The position establishes and maintains standards and provides leadership support by facilitating courses in the Administrative Professionals Training Program including offering instruction in GNWT communication standards and procedures, and time management. The incumbent mentors and arranges for mentorship opportunities to interested/incoming Administrative Professionals identified for succession planning within respected department and those that have identified an interest through the Administrative Professionals Training Program and community.

It is expected that the incumbent will provide expertise and credible delivery of services and support directly to individuals at the highest levels of government. The incumbent is required to have comprehensive knowledge of the political, economic and social factors impacting governance in the Northwest Territories and may be asked to discern and extract, from lengthy discussions, those key elements necessary to accurately record and

document SMC meetings and escalate issues that warrant immediate attention in an effective and timely manner.

The Senior Administrative Coordinator reports directly to the Deputy Minister and has a functional relationship with other/additional departmental Senior Managers and liaises with the Minister's office as well as all GNWT Deputy Ministers offices.

The incumbent must possess experience and expertise of a wide range of skills: management, communication, organization, analytical thinking, public relations, diplomacy, a sound knowledge of current and evolving relevant GNWT policies, programs, issues and developments, as well as leadership skills, confidentiality, tactfulness, and the ability to liaise with administrative professionals and oversee the management of administrative assistants.

The incumbent is the subject matter expert and decision maker on administrative support, management and coordination, providing advice and direct support to all departmental Senior Management on these matters. The incumbent manages the provision of administrative and human resource support services to Directors for the hiring, training, mentoring and overseeing of all departmental administrative staff or by directly providing service in lieu of staff, to ensure overall efficiency in the administrative functioning of the Department. The incumbent offers direct operational support to the Deputy Minister, all Senior Managers and all related divisions, through the coordination and provision of administrative support or services. The department's image and credibility and that of the Minister and Premier depend upon timely response to correspondence, reviews of submissions, policy papers, issue summaries and reports, ensuring that they are grammatically accurate and comply with GNWT visual identity and communications protocols, protocols outlined in government direction, meet standards outlined in the Process Convention and are well written and clearly presented. Decisions resulting in poor quality of work, delays in meeting deadlines and errors made in performing duties could create embarrassment to the organization. Breaches of confidentiality and/or the provision of inaccurate/incorrect information can have serious legal and political implications.

The incumbent is expected to anticipate and prepare for the needs and affairs of the Deputy Minister and Senior Management, which require discretion and understanding of relationships between various divisions or functions in the organization, DM Committees and Committees of Cabinet, and Government departments. The incumbent deals daily in person or on the telephone with a variety of contacts, including departmental staff, officials from other government departments, representatives from a wide variety of organizations and the general public.

This position is a main point of contact for the Minister's office. The incumbent must be able to handle the additional responsibility of handling requests for information and direction on various issues as and when required by the Minister's office.

The incumbent is the focal point of access to or contact with the DM and ADM(s), and as such, determines the acceptability, relevance, urgency and priority of information for meetings or discussions with the DM and ADM(s). This requires the incumbent to exercise the utmost tact, discretion and good judgment, particularly when dealing with senior public and private sector and elected officials on a wide variety of urgent, highly confidential, political or publicly visible policy and program issues. Since the DM/ADM(s) office(s) is the focus for numerous requests for information and demands for action from members of the public, MLAs, the media, lobbyists and public interest groups, the incumbent is required to deal with, evaluate and assess the sensitivity, urgency, relevance and priority of such requests, and to report them to and/or consult with senior departmental executives in the development of appropriate responses.

The incumbent may be asked to participate as a member or recording secretary for the Department's Senior Management Committee (SMC). This requires the development of meeting agendas and minutes and providing input for the Department's office management as appropriate, to communicate information on decisions taken or action requests to be carried out, and to follow-up and report on the status of such activities or actions.

This position takes on special projects as and when required by Senior Management.

## **RESPONSIBILITIES**

### **1. Oversee the coordination of Senior Management Committee by:**

- Coordinating the preparation and distribution of weekly meeting materials
- Composing and distributing meeting minutes and action tracking
- Briefing the Deputy Minister on the status of administrative items, acting as the communication link between the Deputy Minister and the Senior Management team on administrative matters.
- Prepare meeting packages for the Deputy Minister including highlighting priority information and data as required.
- Arranging the logistics for special meetings off site/retreats

### **2. Manage the daily operational and information requirements of the Deputy Minister and Senior Management by:**

- Supporting the interviewing and hiring of administrative assistants, administrative summer students and administrative casual employees to ensure each division has the level of administrative support they require and/or assisting other departments in hiring executive secretaries
- Providing guidance and/or coordinating work plans, managing, supervising, and leading the training, mentoring and development for administrative professionals, administrative summer students and administrative casual employees and/or executive secretaries organizational wide to ensure the daily operational duties of each division are met
- Working with and keeping directors of administrative professionals within the

department apprised of performance expectations, workload distribution, feedback, succession planning and ongoing performance management and development.

- Directing the flow and review of all correspondence to ensure deadlines are met
- Reviewing all DM/Ministerial correspondence to ensure GNWT Communication Protocols and protocols as outlined in MOU with Aboriginal Governments are being met and ensuring all administrative assistants and/or executive secretaries are trained in this.
- Meeting and briefing the DM on the status of action items, acting as the communication link between the DM and the Senior Management team, developing, implementing and overseeing the maintenance of multiple BF systems and various databases to ensure all inquiries, requests for information, briefing notes and casework are responded to, as well as a BF system that is shared with the Minister's office to ensure mail is logged and tracked and that deadlines are being met
- Managing the Deputy Minister's calendar in order to provide balance between accessibility and other work demands and prepares related documentation, background information, resources, schedules, agendas, reports and logistic including highlighting priority information as required.
- Reviewing and assessing all correspondence directed to the DM, identifies and brings urgent and important concerns and issues to the attention of the DM and ensures dates and timelines are scheduled and reprioritized accordingly.
- May be asked to oversee the maintenance of the DM's Outlook inbox and to ensure emails are properly filed and organized as required to ensure the DM is not exceeding the mailbox limit and that information can be quickly found as required
- Foreseeing upcoming issues and taking action to support DM and Senior Management needs and assisting in meeting commitments with the Minister and/or colleagues.
- May be required to ensuring the secure storage of Cabinet and FMB meeting materials received for the Department to ensure confidentiality is maintained
- May be required to ensure the secure storage of DM personnel files including performance reviews and contracts to ensure confidentiality is maintained
- Assisting in budget preparation, including monitoring and tracking expenditures for the DM's budget, including reconciling expenditures and credit card payments, and processing on behalf of the Directorate.

**3. Assuming project management and leadership, where appropriate and assigned by the Deputy Minister, over departmental-wide initiatives including but not limited to:**

- Attending regular meetings of DM Executive Secretaries and administrative assistants to foster a collegial relationship among departments/staff and to offer a forum for discussion and learning opportunities and to stay current with updated administrative protocols and standards
- Assisting in developing, maintaining and updating the Administrative Desk Top

Support Manual as a support tool for GNWT administrative professionals that standardizes best practices and GNWT processes for seamless transition of administrative staff in departments and provides a consistent approach to corporate messaging

- Facilitating the GNWT administrative professionals training and mentorship programs in coordination with the DM Executive Secretaries to ensure GNWT administrative assistants have opportunity for training and advancement
- Leading and encouraging training within department of administrative assistants
- Advising departmental administrative staff and senior managers of any updated GNWT administrative protocols as set out in the Administrative Desk Top Support Manual and to assist in ensuring that these protocols are consistently met
- Coordinating special projects as requested by DM and ADMs to assist in a positive work flow of the department
- Conducts research and analysis on urgent and emerging administrative issues, trends and best practices of information, and tools and provides written or verbal reports and recommendations and/or development and implementation.
- providing leadership and facilitating the development and maintenance of a co-operative working environment within the Directorate, with the Minister's Office and with Divisions to assist in a positive work flow of the department
- Developing, implementing and modifying departmental administrative policy and procedural manuals and guidelines, consistent with the overall GNWT Administrative Desk-top Support Manual.
- Offering mentorship opportunities to identified GNWT administrative assistants and executive secretaries.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Superior verbal and written communication skills.
- Demonstrated skill in problem solving, research, analysis, planning coordination, monitoring and assessment
- Strong computer skills in word processing, database, spreadsheet software, presentation software, tablets/iPads and correlating software and knowledge of emerging administrative trends, as well as internet and electronic communication
- Ability to work in a cross-cultural environment
- Ability to exercise considerable judgement, tact and discretion in preparing, disclosing and handling information of a confidential and/or sensitive nature.
- Ability to work to deadlines and manage workloads including multiple assignments with potentially conflicting priorities while ensuring that the Deputy Minister and ADMs' needs are addressed
- Ability to assign, delegate and coordinate work assignments and projects
- Ability to prioritize work and priorities to achieve operational and strategic objectives
- Fundamental understanding of the structure and processes of the government
- Demonstrated leadership and supervisory skills
- Capacity to exercise personal initiative
- Thorough knowledge of NWT Aboriginal organizations and leadership

- Sound knowledge of the English language and grammar
- Proven organizational and analytical skills
- Sound knowledge of ORCS/ARCS records management filing systems
- Exceptional proofreading skills
- Experience with the development and maintenance of Mail tracking systems
- Thorough knowledge of the North, its environment, political and social milieu
- Must have strong strategic-thinking skills and judgment, as well as a demonstrated ability to research, analyze and synthesize multiple concepts and priorities.
- Knowledge of project management and an ability to manage large and small projects from pre-planning, developing to implementation and evaluation.
- Must possess an ability to build and maintain a good working relationship with colleagues throughout the GNWT, and with partners of other governments and organizations.
- Must be able to work in highly stressful situations.
- Must be self-directed, display initiative and be creative. The incumbent is expected to work both as a team member and independently with minimal supervision.
- Exceptional time management skills
- Independent decision making skills to be able to reprioritize tasks and respond quickly to changes in scheduling and other requirements as needed
- Must possess a high degree of organizational awareness. The incumbent must demonstrate an in-depth understanding of the structure, business, clientele and services of the GNWT.
- Requires extreme attention to detail, tact, diplomacy and discretion, as the miscommunication of information to the public or to staff through miscommunication could place the GNWT in a difficult position, erode morale or damage the credibility of the GNWT

**Typically, the above qualifications would be attained by:**

Grade 12 diploma, secretarial diploma or equivalent combination of education and experience. Five to Seven (5-7) years of progressive related experience supporting senior executives. Financial and administrative experience within the GNWT or public sector, or experience in management positions is considered an asset.

**Competencies:**

**Leadership:** The ability to establish and communicate expectations and accountabilities; monitor and evaluate performance; provide effective feedback and coaching; identify development needs and help employees address them to achieve optimal performance and gain valuable skills that will translate into strong performance in future roles.

**Organizational Awareness:** Identifies and understands how internal and external issues (e.g., economic, political, social trends) impact the work of the organization.

**Flexibility:** The ability to readily modify, respond to and integrate change with minimal personal resistance.

**Initiative:** The ability to initiate and sustain momentum without external stimulation.

**Accountability/Dependability:** A measure of the capacity to be answerable for personal actions.

**Planning and Coordinating:** The ability to prioritize and complete tasks in order to deliver desired outcomes within allotted time frames.

**Results Focus:** The ability to identify actions necessary to complete tasks and obtain results.

**Attention to Detail / Analysis Of Data:** The ability to deal with a large number of details. It requires that details, data and facts are analyzed and challenged prior to making decisions and that important decision-making data is maintained accurately for repeated examination as required. Achieves thoroughness and accuracy when accomplishing a task through concern for all the areas involved.

**Communications:** Delivers clear, effective communication and takes responsibility for understanding others.

## **WORKING CONDITIONS**

### **Physical Demands**

The incumbent may spend lengthy periods of time sitting at a desk and working on the telephone and/or computer working, which may result in eye strain or strain to the wrists, hands, neck and back. The incumbent has opportunity to move about the office and to participate in meetings and events outside of the office.

Frequency: Daily                      Duration: 7.5 hours/day                      Intensity: Normal

### **Environmental Conditions**

Work is performed in a general office environment.

Frequency: Daily                      Duration: 7.5 hours/day                      Intensity: Normal

### **Sensory Demands**

The requirements of establishing and maintaining effective working relationships with staff in departments and regions across the GNWT can place demands on the incumbent's interpersonal skills. There is considerable need for attention to detail when editing, proof reading and drafting. The incumbent deals with shifting/changing priorities on a daily basis

and must consistently meet a set deadline. The incumbent is required to display initiative and to focus on tasks at hand to ensure that all requirements of the position are being met.

Frequency: Daily

Duration: 7.5 hours/day

Intensity: Normal

### **Mental Demands**

This position is subject to high levels of stress related to multitasking, dealing with confidential and politically sensitive information and working to tight deadlines on a daily basis. The incumbent is required to provide advice and services to a great number of people with senior level authority who frequently have conflicting interests, perspectives and demands. The incumbent must be sensitive to political situations.

Frequency: Daily

Duration: 7.5 hours/day

Intensity: Normal

### **ADDITIONAL REQUIREMENTS**

#### **Position Security (check one)**

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

#### **French language (check one)**

- French required
- French preferred
- French not required