



IDENTIFICATION

Department	Position Title	
Executive & Indigenous Affairs	Chief of Protocol	
Position Number	Community	Division/Region
11 - 1405	Yellowknife	Intergovernmental Relations

PURPOSE OF THE POSITION

The Chief of Protocol is responsible for the management and delivery of the Government of the Northwest Territories' (GNWT) protocol service, which serves to promote the NWT's image nationally and internationally and to build upon strong intergovernmental networks to develop economic or cultural opportunities. The Chief of Protocol ensures that guidelines and standards are appropriate while also providing direct service to the Premier and others, advising on ceremonies, events, hospitality, forms of address and other elements (whether the GNWT is the organizer or a participant/stakeholder). The Chief of Protocol manages the planning and coordination of official visits to the NWT by members of the Royal Family, the Governor General, heads of state and government.

SCOPE

The Chief of Protocol is part of the Intergovernmental Relations (IGR) division within the Indigenous & Intergovernmental Affairs Activity under Department of the Executive & Indigenous Affairs. This position aims to support the Premier and Cabinet in their work on behalf of residents and stakeholders. Where manners of protocol are concerned, the Intergovernmental Relations division provides service and advice to the Premier, Ministers and others, both internally and externally (where events or initiatives involving GNWT are concerned). The Chief of Protocol ensures that protocol standards and guidelines are appropriate, understood and followed, both through advice and through the direct provision of service and project management.

Reporting to the Director of Intergovernmental Relations and working as part of the Intergovernmental Relations team, the Chief of Protocol also collaborates with Senior Communications Advisors, the Media and Communications Coordinator, and others to align

events and other opportunities with communications messages relating to the priorities of GNWT.

The Chief of Protocol provides guidance to GNWT elected officials, senior departmental officials and staff from across the territorial government, and representatives of outside agencies on national and international protocol and precedence, cross-cultural etiquette, visit planning and forms of address.

The Chief of Protocol ensures that official hospitality, extended by the GNWT to visiting national and foreign dignitaries, adheres to national and international protocols and rules of precedence. The incumbent is responsible for establishing internal protocol guidelines for the GNWT and for providing support to the government to implement these guidelines.

The Chief of Protocol is responsible for developing and coordinating specific visit programs, coordinating visits, and providing escort to official visitors to the GNWT, while they are in the territorial capital. The programs must balance the interests of GNWT with those of visiting dignitaries, participating communities and others. Program content must be negotiated with stakeholders such as senior officials from government departments or messages while also ensuring a successful visit. Impacts relate to the value of positive relationships and interest in mutual opportunities.

The Chief of Protocol interacts with foreign and national visiting diplomats and senior government officials including: Royalty; Heads of State; Governors General; Prime Ministers; Ambassadors; Cabinet Ministers; Heads of Diplomatic Missions; and Consuls General.

The incumbent maintains relationships with: Offices of the MP, Senator, and Commissioner of the Northwest Territories; Department of Canadian Heritage; Department of Foreign Affairs and International Trade (DFAIT); Department of National Defense; Joint Task Force (North); Royal Canadian mounted Police; provincial/territorial protocol offices; Aboriginal and municipal governments; and representatives of the hospitality industry.

RESPONSIBILITIES

1. Organize ceremonial events on behalf of the Premier and Cabinet and provide protocol services for the GNWT to visiting dignitaries to the Northwest Territories.

- Plan, negotiate content of programs, organize logistics and implement approved programs for official visits and special or ceremonial events hosted by the GNWT
- Coordinate and/or lead special events, significant anniversaries or commemorative years on behalf of the Government of the Northwest Territories
- Participate as GNWT representative on committees for visits/events in which GNWT is involved
- Serve as coordinator and/or chair of coordinating committee for official visits by members of the Royal Family, the Governor General or others of similar stature; liaise with officials and ensure alignment of program to GNWT priorities through negotiation; attend advance visits and act as escort for the actual visits as required

- Ensure proper notifications to Members of the Legislative Assembly when official visits are taking place in the NWT, and that community officials are notified of advance and actual visits
- Consult with and make recommendations to elected officials and staff of the GNWT and to outside agencies regarding such official visits/special events
- Develop proposals for specific itineraries tailored to the wishes of visiting dignitaries; arranging for issue-specific presentations and visits to points of interest
- Ensure that programs balance GNWT's interests and messages with the needs, interests and cultural values of participants
- Coordinate attendance and logistics for programs and visits, including rehearsals; ensure program, participants and supports are aligned and ready
- Coordinate receptions and formal dinners hosted by the GNWT for specific visits, including invitations, attendance, programs, formal remarks, briefings and matters of protocol
- Work with Cabinet Communications and involved departments to co-ordinate media inquiries and/or the development of media advisories or news releases

2. Provide protocol advice to departments, boards and agencies of the GNWT.

- Ensure that standards of treatment for visiting dignitaries are understood and applied regarding the correct usage of symbols, national and international protocol procedures and practices, and official and social etiquette
- Research and responds to requests for information about national and international protocol procedures and practices, precedence, cross-cultural etiquette and visit planning, etc.
- Administer and provide advice on interpretation of NWT Table of Precedence including appropriate acknowledgement and speaking order and seating plans at ceremonies and events
- Advise on protocol for Aboriginal components at GNWT events i.e. gifts, Aboriginal ceremonies, and speaking order
- Provide advice regarding gift-giving protocols, including selection, presentation, documentation and appropriate values for protocol gifts
- Assist GNWT departments with planning of visits they host of federal/provincial ministers and other dignitaries
- Advise departments on planning and organization of other events and matters of etiquette, including forms of address, flag etiquette and particular ceremonies

3. Recommend and prepare notices for when to half-mast the flag of the Northwest Territories.

- Recommend to Secretary to Cabinet and/or Premier's Office when (and where) NWT Flag should be placed at half-mast based on established GNWT procedures and criteria
- Notify GNWT departments, outside NWT organizations, and Canadian Heritage when the decision is made to half-mast and raise the NWT Flag
- Maintain and update GNWT procedures and criteria as required

4. Develop and maintain documentation, databases and lists that support the GNWT protocol function.

- Develop and maintain a GNWT handbook on official hospitality; Identify and develop protocol information for publication and distribution as required
- Maintain a current list of official visits to the NWT by fiscal year
- Maintain various lists such as GNWT official guest list, and protocol contacts
- Lead in the development and implementation of GNWT courtesy gift-giving guidelines
- Maintain a small protocol gift bank promoting NWT art and crafts and related published materials for distribution to dignitaries, based on gift-giving standards
- Promote the Northwest Territories as a destination for special events like the annual Diplomatic Forum, Northern Tour and outreach program to federal protocol officials

5. Support the overall mandate and activities of Intergovernmental Relations.

- Collaborate with the Director of Intergovernmental Relations, and Intergovernmental Relations Analysts to align the work of communications and that of protocol for events, gifts, visits, etc.
- Participate on other event or organization committees as required
- Represent the GNWT at meetings or conferences
- Supervise casuals, summer students or GNWT employees hired or seconded to work on specific visits or special protocol-related projects
- Prepare presentations, documents or correspondence, including for the Premier
- Work on special projects, as assigned by the Director of Intergovernmental Relations
- Manage contracts, budgets and expenditures for events and protocol-related activities; coordinate with other offices as required to resource visits and events

WORKING CONDITIONS

Physical Demands

The incumbent may be required to stand or walk during visits or events. No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent may occasionally be required to accompany visiting dignitaries to locations in the NWT outside of the capital. This travel may be by car, airplane, or helicopter, and may occur outside of the regular work week. The incumbent may be required to work overtime on evenings and weekends.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent knowledge of the issues facing northern people and governments
- Ability to understand the structure, organization and functioning of the GNWT
- Good understanding of international geography, cultural, political and economic issues
- Superior writing skills
- Excellent interpersonal and communication skills and the ability to exercise tact, diplomacy and flexibility
- Able to meet and entertain people of different backgrounds, cultures and nationalities from all over the world; sensitivity to cultural differences
- Strong planning, organizing and coordinating skills for projects and special functions/events, combined with attention to detail and concern for order
- Good problem-solving skills and the ability to develop options, make recommendations and resolve unforeseen problems, sometimes with little time or direction
- Excellent judgement skills and ability to assess and constantly evaluate priorities and to work well under pressure and deadlines
- Ability to work flexibly and make decisions independently or as part of a team
- Ability to work with a diverse range of people, with varying views, opinions, and cultures
- Research and documentation skills to develop and maintain knowledge base of contacts, locations, customs and logistics
- Ability to use office productivity tools such as spreadsheets and email software
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

The above knowledge, skills and abilities would normally be acquired by having completed a college diploma in social sciences or a related field, plus 5 years of related experience

Direct experience in protocol, public relations, event management, communications or community relations would be considered an asset.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

A valid NWT Class 5 Driver's License and a clean driving record and criminal record are required.

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 if applicable)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

French preferred

Indigenous language: Indigenous Language - Not Specified

Required

Preferred