

IDENTIFICATION

Department	Position Title	
Executive	Executive Administrative Coordinator	
Position Number(s)	Community	Division/Region(s)
11- 008	Yellowknife	Executive Council Offices

PURPOSE OF THE POSITION

The Executive Administrative Coordinator provides executive administrative support services to ensure effective administrative operations of the office of the Premier or of a Minister, within the Executive Council Offices. In addition to the direct service and support to the Premier or a Minister and the Ministerial Special Advisor, the Executive Administrative Coordinator ensures accurate and efficient administrative processes between the offices of Cabinet Ministers; Deputy Ministers; Legislative Assembly; Federal, Territorial, Provincial and Aboriginal governments; stakeholders; and NWT residents.

The Executive Administrative Coordinator is often the first point of contact for the Premier/Minister's office; they provide executive administrative services with tact and diplomacy in a cross-cultural, highly sensitive and political environment. In their position they apply impeccable judgment, demonstrate the highest levels of integrity, discretion and professionalism, superior organizational awareness, exceptional attention to detail, quality and efficiency to enable the work of Premier/Ministers, ensure responsiveness and uphold the standards of the Executive Council Office.

SCOPE

This is a unique position dealing with highly confidential operations, critical to the administration of government. The incumbent is part of the administrative operations and support team within the Executive Council office, working to ensure that the Premier and Cabinet are enabled in their work on behalf of residents and stakeholders. The Executive Council office deals with issues of critical importance and sensitivity. Together, the team must be organized, aligned and responsive to ensure that its work is timely, accurate and aligned to priorities and frameworks. The environment is complex in terms of stakeholders and subject matter.

The incumbent offers direct administrative operational support to the Premier/Minister and their Ministerial Special Advisors. They demonstrate professionalism at the highest level through their expertise in the area of administrative services. The incumbent interacts at the highest level with Cabinet Ministers and Members of the Legislative Assembly and will be aware of highly confidential and sensitive information on a daily basis. The incumbent is required to have knowledge of the political, economic and social factors impacting governance in the Northwest Territories. This is a position where the trust and confidence of the Premier, Ministers, Ministerial Special Advisors and senior departmental staff is critical. That trust must extend to confidentiality, quality, responsiveness, credibility, dependability; timeliness, judgment and accuracy.

The credibility and duty to be transparent in these offices depends on the timely response to correspondence and other forms of communication; the review and processing of Cabinet and Financial Management Board submissions, the review and processing of documents for Sessional and other business of the Legislative Assembly, ensuring they are grammatically correct and comply with the GNWT visual identity and communication protocols, protocols outlined in government direction, that they meet the standards outlined in the Process Convention and are well written and clearly presented, with the aim of achieving GNWT strategic goals, as well as Cabinet direction.

This position also provides a range of administrative, financial and secretarial support services including calendar management, scheduling and logistics; correspondence; tracking of actions and timelines; call handling; coordination within Executive Council offices and Departments; minute taking; record keeping; basic analysis and research; report preparation; various expense reporting and others as required. They must anticipate and understand the needs and business of the Premier/Minister and the Ministerial Special Advisor, and take initiative to respond. Decisions resulting in poor work product, delays in meeting deadlines and errors made in performing duties could create embarrassment for the organization. Breaches in confidentiality and/or the provision of inaccurate/incorrect information can have serious legal and political implications.

This position reports to the Director, Strategic Operations, however takes daily functional direction from the Premier/Minister as well as the Ministerial Special Advisor; they must balance the immediate needs of the Premier/Minister and Ministerial Advisor with the process, standards and collaboration required for the Executive Council Office to function ethically, efficiently and in the most transparent way possible as a whole.

The incumbent deals daily in person or through other means with a variety of contacts including Ministers, Ministerial Special Advisors, Deputy Minister's offices and senior management, Aboriginal leaders, Intergovernmental staff, communications staff, stakeholder organizations and individuals, and concerned members of the public.

To work effectively in this context, they must have broad understanding of both the political and operational sides of the GNWT. They must understand the relationships between various governance functions and the roles of different contacts inside and outside the organization. They must understand policies and standards, and apply those consistently and with careful judgment.

They must also have strong knowledge of the cultural, economic and social factors impacting governance in the NWT, and of the key stakeholders.

This required the incumbent to 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, and confidentiality tactfulness. This allows them to apply judgment in prioritizing for their own work and supporting the Premier/Minister's and Ministerial Special Advisors prioritization, and to discern and escalate issues that warrant attention in an effective and timely manner.

RESPONSIBILITIES

1. Provide confidential, professional executive administrative, financial and operational support to the Premier or Minister

- Act as the first point of contact for telephone, email, mail, or in person inquiries, determining priority and proposed escalation path; tracking and logging as required
- Manage the calendar of the Premier/Minister to schedule and prioritize, arranging logistics and preparation in consultation with the Ministerial Special Advisor
- Accurately and in a timely fashion ensure all necessary financial reporting is completed to legislated, policy and guideline standard and submitted to the necessary authorities with the correct account coding information to ensure that the office remains transparent and accountable for all expenditures.
- In consultation with the Ministerial Special Advisor , assist the Premier/Minister's preparation for Session, meetings, telephone calls and events by ensuring materials are complete and ready in a timely and appropriate fashion
- Anticipate the Premier/Minister's schedule and business to predict needs, identify conflicts/issues and escalate/resolve
- Prepare and review correspondence for completeness and accuracy; respond directly to routine/formulaic inquiries using approved content and within GNWT policies and standards
- Manage the bring-forward or action log to ensure that responses, deliverables or other actions are completed in a timely fashion
- Coordinate with Offices and Departments for meetings, events, correspondence, briefings or other matters
- Take minutes or other dictation; coordinate circulation and record keeping
- Ensure that analysis, reports or other documents for the Premier/Minister meet requirements and standards
- Provide materials through the correct channel to suit the need; for example, managing the timely and appropriate posting of materials to board portals, or circulation of meeting preparation documents to the intended participants

- 2. Develop and maintain systems and processes to ensure efficiency, accuracy, continuity and timeliness**
 - In collaboration with the Director, Strategic Operations and the other Executive Administrative Coordinators, develop, maintain and follow systems and processes to log contacts, activities, deadlines and other matters, and ensure follow-through
 - Work closely with the Ministerial Special Advisor to ensure that the work of the Premier/Minister, Ministerial Special Advisor and Executive Administrative Coordinator is fully coordinated
 - Maintain accurate records and comprehensive files
- 3. Support compliance with public commitments to openness and transparency**
 - Provide accurate record keeping of the Premier/Minister's meetings
 - Track, verify, analyze and report on ministerial travel and related expenses, such as preparing travel authorizations, expense reports, visa card reconciliations, identification and verification of legitimate expenses, review of financial variance reports to monitor the budget of the Premier/Ministers office, and ensuring each task is coded to the appropriate departments and accounts
 - Ensure such records are accurate and complete so that commitments to openness and transparency are met; support the Director, Strategic Operations to ensure that standards and consistency are upheld

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the GNWT's governance, political and operational structures and contacts and a clear understanding of consensus government and the operational procedures of the Legislative Assembly
- Knowledge of policies, standards and guidelines that apply to the work of the Premier/Minister as well as to the Executive Council Offices as a whole
- Skill in administrative, secretarial and operational methods including calendar management, scheduling and logistics; correspondence; tracking of actions and timelines; call handling; coordination with Offices and Departments; minute taking; record keeping; basic analysis and research; report preparation; and others as required
- Understanding of the GNWT's priorities, context and stakeholder landscape
- Understanding of communications and protocol foundations
- Knowledge of preparation requirements for Cabinet, Financial Management Board, legislative assembly and other forums and meetings
- Awareness and sensitivity to the political and cultural environment
- Judgment to prioritize, respond to and escalate actions and issues as required; dependability to ensure that actions and issues are fully tracked and responded to
- Discretion and confidentiality to handle sensitive information with absolute trust
- Attention to detail, quality and accuracy to ensure not only that work meets standards but also presents the Premier/Minister and GNWT positively

- Credibility and responsiveness to build trust and relationships with contacts inside and outside GNWT, including at the most senior levels
- Organizational and analytical skills to manage conflicting and changing priorities on a daily basis without compromising responsiveness, timeliness and accuracy
- Diplomacy and tact to interact with a wide range of stakeholders and across cultures

Typically, the above qualifications would be attained by:

- Secretarial diploma or Grade 12 diploma, or equivalent combination of education experience
- 5-7 years of progressive related experience supporting senior executives or equivalent
- Financial reporting experience within the public sector
- Administrative or operational experience within the public sector

Competencies:

The incumbent will demonstrate six core competencies of the Government of the Northwest Territories required for success in the GNWT Public Service; Authentic Leadership; Systems Thinking; Engaging Others; Action Management; People Management; Sustainable Management.

The incumbent will also demonstrate the following additional competencies that help the incumbent and the organization focus on the characteristics that enable them to consistently achieve high standards of performance required for success in the GNWT public service:

Attention to detail: the ability to accomplish/complete a task while demonstrating a through concern for all the areas involved, no matter how small. This means monitoring, checking work or information, while organizing time and resources efficiently. It includes the ability to bring together different elements in order to achieve results or accomplish tasks. This means ensuring information is complete and accurate; and following up with others (on own work or others) to ensure commitments are fulfilled.

Conflict Management: the ability to develop working relationships that facilitate the prevention and/or resolution of conflicts within the organization.

Flexibility: the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job or organization.

Initiative: the ability to identify a problem, obstacle or opportunity and taking appropriate action to address current or future problems or opportunities.

Integrity: Actions that are consistent with what one says are important. People with integrity "walk the talk" by communicating intentions, ideas and feelings openly and directly, and welcoming openness and honesty even in difficult negotiations.

Organizational Awareness: the acumen to appreciate and the ability to use the formal and informal roles, relationships and structures in either one's own or other organization (s). This includes the ability to identify the real decision-makers and the individuals who can influence them; and to predict how new events or situations will affect individuals and groups within the organization.

Planning, Organizing and Co-ordinating: involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.

Self-confidence: the belief in one's own capability to accomplish a task and select an effective approach to a tasks or problem.

Self control: the ability to keep one's emotions under control and restrain negative actions when provoked, faced with opposition or hostility from others or when working under stress.

Values and Ethics: Promotes the establishment, development and application of positive organizational values, ethics and standards of conduct.

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. 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

The incumbent works in a comfortable work atmosphere. The incumbent is not required to travel frequently, but duty travel may be required on rare occasions.

Frequency: Daily

Duration: 7.5 hours/day

Intensity: Normal

Sensory Demands

There is considerable need for attention to detail with respect to correspondence, tracking and other document/systems. 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: High

Mental Demands

The incumbent is required to respond to conflicting demands, internal and external inquiries with tact and judgment, operating in a sensitive political environment.

Frequency: Daily

Duration: 7.5 hours/day

Intensity: High

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