

## CLASSIFICATION JOB INFORMATION

SAP Job ID:	90004752
Position/Classification Title:	Manager Business Services
Pay Grade:	EC 11
Add-On Eligibility:	False
Standardized:	No
Inactive	No
Date Last Evaluated:	11/23/2020

## JOB INFORMATION

Job/Working Title:	Manager Business Services
Department:	Public Works
Division/Section:	Public Works Branch/Administration and Financial Services/Halifax
Reports To (Position Title):	
Exclusion Status:	Excluded

## OVERALL PURPOSE

The Manager provides strategic leadership and direction to teams of professionals across the Province in the administrative, financial and records management fields, and is responsible for the overall development and delivery of comprehensive, centralized financial and business services for management of government's real estate portfolio, asset management program and infrastructure management services for leased and owned facilities.

The Manager is accountable for the direction, planning, execution, and evaluation of a wide range of business operations, contract management, control systems and support services to ensure departmental objectives are met for the care and stewardship of infrastructure and land assets. This position serves 6 operational units under the Real Property Division and Building Services Division including Land Acquisitions and Disposals, Inventory Control, Leasing & Accommodation Services, Construction & Trades Services, Facilities Management and Asset Management.

## KEY RESPONSIBILITIES

- Provides overall managerial leadership to teams of administrative, financial and leasing professionals within the Public Works Branch to ensure highly responsive service to internal and external clients by developing, implementing and managing the branch's centralized administrative, contractual and financial services and related control system.
- Leads, coordinates, and directs the Public Works Branch operational budgets, forecasting and accountability reporting, financial and trend analysis, budgeting, year-end and reporting requirements, and ensures the senior leadership and management teams receives accurate, timely and meaningful financial information. Oversees the delivery of reliable, timely, accurate and efficient financial and administrative accounting and transactional processes, including major procurement processes and land acquisitions/disposals for the Province.
- Assists senior leadership and directors in resolving financial challenges. Provides advice and direction on financial matters related to the unique, diverse, and complex nature of the Public Works Branch lines of business. This often involves the provision of expert knowledge, research, analysis, consultation and advice to executive leadership for budgetary decision-making. This includes designing and developing appropriate control and monitoring systems to support the asset management program and a large annual capital construction program.
- Optimizes critical business operations by developing and implementing overarching objectives and strategies to improve the functionality and integrity of centralized and shared core financial, business, administrative and records management systems and processes. Leads the records management program and ensures records, documents, warranties, transfers of sales of property, property appraisals, expropriation procedures and other critical materials are controlled and retrievable for all properties within the Branch portfolio.
- Contributes and influences business planning strategy, processes and policies of the Branch from a financial perspective through high-level analysis of budgetary trends and understanding department, vendor and

procurement requirements from departmental and corporate perspective. Participates as part of the leadership team to determine the prioritization of planned spending over a multi-year period and recommends financial standards of performance for effective program and capital project planning.

6. Ensures all regulatory and legislative requirements are met related to approved capital programs, land acquisitions, property disposals, property surveys, independent appraisals, lease administration, commercial offices licensing, rental budgets, capital project and operational forecasting, and securing budgetary approvals across government entities.

7. Leverages relationships to meet Branch goals as the primary contact/liaison with the Finance and Capital Planning Division of Treasury Board serving the Department with regards to budgetary issues and fiscal planning.

8. Leads multiple and sometimes competing projects to enhance financial performance, indicator measurement, contract management and procurement activities across Public Works. This involves leading teams to establish objectives and workplans, and coaching team leads to ensure objectives are met and approved strategies are implemented effectively.

9. Establishes, manages and maintains an effective records management system for the Branch by managing Branch records management staff, interpreting applicable Records Management legislation and policies; making sound decisions on retention and disposal, ensuring technology-based solutions support easy and accurate retrieval, and supporting maintenance of warranties and preventative maintenance programming.

10. Ensures the effective management of human and financial resources by setting and evaluating staff performance targets, promoting diversity and a healthy, respectful workplace, demonstrating the leadership competencies, respecting corporate human resources practices, promoting teamwork and individual development, maintaining internal communication, monitoring revenues and expenditures, adhering to procurement guidelines, acquiring goods and services in the most cost effective manner, and accurately forecasting budget requirements for the fiscal year. Leads efforts to identify skill mix and role design for the internal staff complement to leverage the capabilities of new and existing talent to meet new business requirements that are driven by trends and emerging technologies.

May perform other related duties as assigned

In addition to the knowledge, skills and abilities outlined in the job description, this job may include other, assignment-specific requirements (ex: French language, drivers license, membership in an employment equity group or security screening, etc.)

## SCOPE

<b>Contacts (Typical):</b>	<p>Maintains productive working relationships with regular, ongoing contact with divisional directors and program managers to discuss administrative requirements and performance, budget analysis, financial reporting and compliance issues and concerns, provide guidance and interpretation on financial requirements, procurement policies, protocols and procedures, and identification and discussion of financial / business / administrative and operational problems and to explore mutually acceptable alternative solutions.</p> <p>Regular contact with members of the Executive leadership team of the department to provide advice and guidance on financial and regulatory requirements, gather feedback around performance of centralized business services and discuss current and future program needs and expectations related to delivery of business support services.</p> <p>Maintains close contact with the Finance Corporate Services Unit management and staff on the interpretation and application of policies, procedures and best practices, and to discuss corporate requirements and priorities.</p> <p>Regular contact with external clients, vendors/service suppliers such as external consultants to facilitate and support various project initiatives.</p> <p>Maintains close contact with the Procurement Services staff at the Department of Internal Services on the interpretation and application of policies, procedures and best practices, and to discuss corporate requirements and priorities. Regular contact with vendors/service suppliers such as external consultants to facilitate and support various project initiatives.</p> <p>Collaborates closely with Information Management and Information Technology experts to address client needs and to identify opportunities for integrating new solutions with existing business processes to ensure operational commitments are met for various lines of business.</p> <p>Maintains frequent contact with the senior leadership across Public Works on financial and procurement matters, as well as Legal Counsel and Records</p>
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	Management central office.
<b>Innovation:</b>	<p>This position leads and provides a new, centralized range of financial and administrative services in a complex and multidisciplinary organization. The Manager establishes and maintains a client-centered environment focused on the consistent delivery of high quality service through proficient, responsive, seamless and effective processes that meet or exceed internal and external client expectations across all program areas.</p> <p>The Manager must think critically to determine alternative solutions for a broad range of issues related to business, financial and client and choose the best solution quickly and with appropriate consultation with others. The manager must look for opportunities to strengthen and support integration through joint problem solving with centralized services. Many requests cannot be solved using a pre-determined and/or a structured process. The Manager must be forward-thinking to identify existing service strengths and gaps, to leverage resources and develop realistic and cost-effective solutions that address client needs. The incumbent leads innovations in work practices that will improve existing methodologies and approaches.</p> <p>As departmental priorities and initiatives are always evolving, the division is under considerable pressure to adjust processes in response to changing business needs. The Manager works closely with Procurement, Information Management and Information Technology experts to integrate multiple business functions and adopt new technologies and other tools that will ensure the ability to modernize business processes and ensure greater capacity to collect, compile and consolidate data to provide critical and meaningful financial information.</p> <p>The Manager must present and maintain a solid and credible presence with managers across the department to gain their commitment in actively supporting corporate and divisional initiatives. The incumbent influences management by demonstrating the positive impact of innovative strategies on organizational performance. It is particularly challenging to garner and sustain active support at the management level as line managers typically are pressured to attend to multiple, competing operational priorities on a daily basis and are constantly juggling resources. The initiatives for improvement led by the manager require a sustained, long term focus and commitment; positive results do not readily present themselves in the short term; therefore, the Manager must be persuasive, constantly diligent and persistent to sustain momentum for these initiatives.</p>
<b>Decision Making:</b>	<p>The Manager works within the financial framework of legislation, regulations, collective agreements, corporate/departmental policies, and professional knowledge. The Manager works under the broad guidance of the Executive Director and makes decisions around the day to day implementation, management and organization of comprehensive back office operations. The incumbent works with considerable freedom to make decisions on the management of resources and the deployment of a team of 12 provincially-based staff and other casual staff to deliver effective program and decision support services; s/he maximizes internal capability and ensures a high level of productivity.</p> <p>The Manager manages the Branch operational and capital budgets and provides direction on the budget and forecasting process, oversees the preparation of budget briefing materials. The Manager is accountable to ensure output/outcome reporting mechanisms, activity based costing, and integrated fiscal management information systems are developed to meet current and future requirements. The Manager provides sound advice and effective recommendations to the Executive leadership team and 12 operational managers on financial practices and methodologies, budget development and expenditures to support the strategic, business and capital planning processes.</p> <p>The Manager has considerable freedom to plan, design and implement internal financial systems and controls for the department and plays a critical role in the development and continual improvement for a centralized back office operation and services and provides significant input to consolidation and integration of financial, business and administrative operations, processes and associated protocols, procedures and systems.</p> <p>All decisions related to the division's day-to-day staffing priorities, assignments</p>

	<p>within budgetary authority are made by the Manager, with the authority to allocate resources to meet operational goals, to determine approaches and methods of service delivery and develops the divisional operational work plans. The incumbent ensures that all divisional activities are carried out in accordance with departmental and corporate policies and procedures including applicable human resource, financial, records management and OH&amp;S protocols.</p>
<b>Impact of Results:</b>	<p>Results achieved affect the ability of the division to effectively meet operational targets.</p> <p>This position has a direct impact on the management of the divisional budget, influences accountability and quality of fiscal management and the efficiency and effectiveness of financial/business/administrative services for the department by providing functional support and guidance to executive, program managers and project managers.</p> <p>Inaccurate advice and recommendations provided by the incumbent could result in questionable departmental financial accountability and integrity and erroneous senior level decision-making based on misinformation.</p> <p>Results achieved impact the ability of the department and other entities to proceed with capital projects such as new road construction, highway twinning, and the building of new schools. Failure to proceed with federally/provincially cost-shared projects within the specified budget year could also result in losing federal funding. The timely and cost-effective disposal of real property directly impacts costs to government for such things as maintenance, heating and security of such property.</p>

### **People Management:**

	# Direct Resources Managed	# Indirect Resources Managed
<b>Additional Information (if required):</b>	<p>This Job Reports to: The Executive Director of Public Works</p> <p>This job has an indirect reporting relationship to the: Director of the Building Services Division Director of the Real Property Division</p> <p>Job Titles and number of incumbents reporting to this job: Secretary 3 (1) Records Management Lead (1) Administrative Assistants with varying program responsibilities (3) with Team Lead (1) Administrative Assistants (Leasing) (2) Financial Service Officers (4) Paralegal (1) – job description under development Casual and Contract Support (2-4 annually)</p> <p>Staff are based in three primary locations across the province.</p> <p>This Section includes all financial, administrative, paralegal and records management staff that support operational functions across the Public Works Branch (supporting the Office of the Executive Director and the Directors of the Building Services and Real Property Services divisions).</p>	

## **LICENSES/CERTIFICATIONS**

## **WORKING CONDITIONS**

### **Physical Effort**

### **Physical Environment**

## Sensory Attention

### Psychological Pressures

<b>Examples/ Additional Information:</b>	A - Physical Effort Minimal Examples: Typical normal office environment, frequent use of computers and internal / external databases. B - Physical Environment Minimal Examples: The physical effort required is consistent with the office environment, so there is only very minimal physical exertion. C - Sensory Attention Moderate Examples: Significant attention required to concentrate on reading and listening while interpreting detailed, technical information and deciding how to resolve problems to meet multiple stringent deadlines. Must focus and concentrate while dealing with multiple priorities and constant interruptions. D - Mental Pressures High Examples: The Manager is often required to make quick, accurate day-to-day decisions based only on precedent and/or experience. This job involves multiple deadlines and the need to prioritize projects for completion. A high volume of requests for service are handled which must be continually re-assessed for priority order, depending upon urgency and nature of requests, including demands for immediate attention. The incumbent has little control over executive priorities, for example, program expansions and unplanned initiatives as a result of external factors, requiring additional financial resources to support new or additional business processes and often must determine solutions with limited resources and limited timing. This creates pressure to be responsive to the need for adaptation of business process services to meet current and future anticipated program needs.
<b>Data From Conversion:</b>	