|  |
| --- |
| **Senior Advisor (AS-05)** |
| External Process |

|  |  |
| --- | --- |
|  | **ESSENTIAL QUALIFICATIONS** |
|  | **Education** |
| **Mandatory** | * Secondary school diploma or employer-approved alternatives (a satisfactory score on the PSC test approved as an alternative to a secondary school diploma; or an acceptable combination of education, training and/or experience)
 |
|  | **Experience** |
| **Mandatory** | * Experience in developing and providing expert advice to management or senior management on complex policy and program issues
* Experience in establishing and maintaining collaborative working relationships with internal or external partners and stakeholders
* Experience in consulting and negotiating with senior managers
 |
|  | **Abilities** |
| **Mandatory** | * Communication (oral)
* Communication (written)
* Consulting
* Evaluating and Improving Services
* Relationship Building
 |
|  | **Personal Suitability** |
| **Mandatory** | * Dependability
* Influence
* Interpersonal Awareness
* Judgement
 |
|  | **Official Language Proficiency** |
| **Mandatory choice** | * English Essential
* French Essential
* English or French Essential
* Bilingual Imperative – Level: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Bilingual Non-Imperative – Level: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 |
|  | **ASSET QUALIFICATIONS** |
|  | **Education** |
| **Optional choice**  | * Graduation with a degree from a recognized post-secondary institution in \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (manager to specify program)
 |
|  | **Experience** |
| Any of the following qualifiers can be used for experience factors within the assets qualifications section: **Experience**; **Experience with good results**; **Recent experience**; **Recent experience with good results**; **Significant experience**; **Significant experience with good results**; **Recent and significant experience**; **Recent and significant experience with good results**. Please refer to the Users Guide: Standardized Statement of Merit Criteria & Conditions of Employment for more information about qualifiers. |
| **Optional choice** | * in managing service or program delivery in a constantly changing/evolving environment
* in supervising staff off-site (or in a virtual environment) with responsibilities for staff in multiple locations
* in leading or supporting integrated human resources and business planning processes
* in conducting or supporting environmental scans and/or risk analysis
* in providing advice and guidance to senior management
* in implementing projects that require developing effective and collaborative working relationships with community partners, stakeholders or various levels of government
 |
| **Optional choice** **for Citizen Services** | * in developing effective and collaborative working relationships with partners, stakeholders, various client segment \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (to specify) groups or various levels of government
 |
| **Optional choice** **for Processing and Payment Services** | * in managing a government benefit processing centre
* in managing a claims/benefits processing centre
 |
| **Optional choice** **for Integrity Services** | * in applying an organization’s security/risk management program, practices, principles and tools
* in managing the delivery of regulatory or enforcement programs
 |
| **Optional choice** **for Labour Market and Social Development Programs** | * in developing effective and collaborative working relationships with partners, stakeholders, various client segment \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (to specify) groups or various levels of government
 |
| **Optional choice** **for Strategic Services**  | * in writing briefing material and communiqués for executive management
* in managing a regional governance committee by developing agendas and writing records of decision to support senior executives
* in managing office operations by prioritizing issues, ensuring action is taken and following-up as appropriate
 |
|  | **Knowledge** |
| **Optional choice** | * Knowing our business
* Knowledge of Service Canada service offerings
* Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service
 |
| **Optional choice** **for Processing and Payment Services** | * Knowledge of the Employment Insurance (EI) claims calculation and assessment process
* Knowledge of the Employment Insurance (EI) adjudication process
* Knowledge of Old Age Security (OAS) benefits and service delivery
* Knowledge of Canada Pension Plan (CPP) benefits and service delivery
* Knowledge of other Service Canada specialized processing
* Knowledge of Social Insurance Number Registry (SINR)
 |
| **Optional choice** **for Integrity Services** | * Knowledge of the Employment Insurance (EI) claims calculation and assessment process
* Knowledge of the Employment Insurance (EI) adjudication process
* Knowledge of Old Age Security (OAS) benefits and service delivery
* Knowledge of Canada Pension Plan (CPP) benefits and service delivery
* Knowledge of other Service Canada specialized processing
* Knowledge of Social Insurance Number Registry (SINR)
* Knowledge of the department's Integrity Operations' (IO) program, practices and tools
 |
| **Optional choice** **for Labour Market and Social Development Programs** | * Knowledge of the department’s local and regional funding programs
* Knowledge of labour market and government and community service providers
* Knowledge of federal and provincial legislation and policies impacting on the department’s funding programs
 |
|  | **Abilities** |
| **Optional choice** | * Applying Principles and Procedures
* Diagnostic Information Gathering
* Facilitation Skills
* Planning and Organizing
* Presentation Skills
* Thinking Skills
* Using Technology
 |
|  | **Personal Suitability** |
| **Optional choice** | * Changing and Learning
* Client Focus
* Creativity
* Decisiveness
* Initiative
* Innovation
* Positive Attitude
* Respecting Diversity
* Results Orientation
* Working with Others
 |
|  | **OPERATIONAL REQUIREMENTS** |
| **Optional choice** | * Willing and able to work overtime
* Willing and able to travel
* Willing and able to work shift work, including evenings and weekends
 |
|  | **ORGANIZATIONAL NEEDS** |
| **Optional choice** | * In order to achieve a representative workforce, selection may be based on qualified candidates self-identifying (at time of application) as being:
* a member of visible minority group
* an aboriginal person
* a person with a disability
* a woman
 |
|  | **CONDITIONS OF EMPLOYMENT** |
|  | **Reliability and Security** |
| **Mandatory** | * Reliability Status
 |