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| **Senior Business Expertise Manager (PM-06)** |
| External Process |

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|  | | | **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 choice** | | | * Recent and significant experience in managing people or a project   **OR**   * Recent and significant experience in managing people or multiple projects | | |
| **Mandatory choice** | | | * Recent and significant experience in analyzing complex situations and making strategic recommendations   **OR**   * Recent and significant experience in analyzing complex situations and making strategic recommendations impacting programs or services | | |
|  | | | **Abilities and Personal Suitability** | | |
| **Mandatory** | | | * Communication (oral) * Communication (written) * Engagement * Values and Ethics * Strategic Thinking * Management Excellence * Client Service Excellence * Dependability | | |
|  | | | **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 managing staff off-site (or in a virtual environment) with responsibilities for staff in multiple locations * in managing integrated human resources and business planning processes * in leading environmental scans and or risk analysis * in providing expert advice and guidance to senior management * in implementing projects that require leveraging effective and collaborative working relationships with community partners, stakeholders or various levels of government * in managing the development and implementation of service improvement initiatives * in developing recommendations for senior management in the delivery of government or an organization’s programs and services and in implementing improvement plans * in developing program measurement frameworks * in leading quantitative and qualitative research studies * in conducting financial analysis and providing expert resource management advice * in managing the development and implementation of client segment strategies or service offerings * in service policy development or implementation * in managing multi-disciplinary work teams * in managing the development and delivery of training packages |
| **Optional choice**  **for Citizen Services** | | | | | * in leveraging 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 |
| **Optional choice**  **for Labour Market and Social Development Programs** | | | | | * in developing portfolio wide approaches in the management of grants and contributions * in working with grants or contributions |
|  | | | | | **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 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 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** | | | | | * Using Technology |
|  | | | | | **Personal Suitability** |
| **Optional choice** | | | | | * Changing and Learning * Initiative * Positive Attitude * Working with Others |
|  | | **OPERATIONAL REQUIREMENTS** | | | |
| **Optional choice** | | * Willing and able to work overtime * Willing and able to travel | | | |
|  | **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 | |