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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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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|  | **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
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| **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
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|  | **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)
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| **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
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| **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
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|  | **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
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|  | **CONDITIONS OF EMPLOYMENT** |
|  | **Reliability and Security** |
| **Mandatory** | * Reliability Status
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