

Position: **Benchmark Job #310**

Ministry: Attorney General

Working Title: **Methods and Productivity Analyst**

Branch: Office of the Public Trustee

Level: Range 21

Location: Vancouver

NOC Code: 4164

## PRIMARY FUNCTION

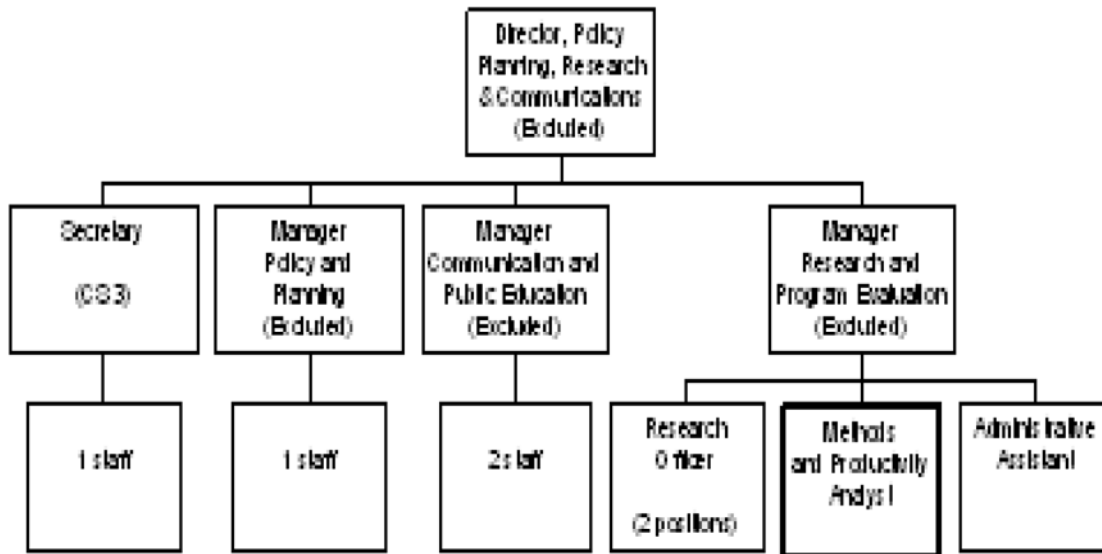
To review and improve procedures, methods and work systems for the Office of the Public Trustee (OPT).

## JOB DUTIES AND TASKS

1. Develops and implements methods and productivity studies, including workflow analyses and redesign, worksystem reviews and re-engineering, to improve OPT operations
  - a. determines, with OPT Executive, programs to be evaluated and prioritizes individual projects
  - b. performs preliminary assessment of each project and recommends whether it should be performed in-house or by contracted personnel
  - c. develops review model for each project, including scope, resources required, time frames, type of information and appropriate methodology for review by OPT Executive
  - d. prepares and issues Requests for Proposals (RFPs), evaluates proposals received, recommends contractor selection and monitors contractor performance through all phases of the project
  - e. carries out in-house projects by arranging internal resources; gathers and analyzes a wide range of diverse information and data; conducts tests and studies of operational effectiveness; and develops findings and recommendations in collaboration with line management
  - f. assigns, monitors and reviews the work of assigned project staff (1-5 FTEs)
  - g. designs procedures to gather the information needed for each project with program management
  - h. keeps program managers apprised of program evaluation and findings, and elicits their support in developing optimal recommendations
  - i. presents findings and recommendations to OPT Executive
2. Provides advice to OPT in the areas of methods/productivity improvement to improve operations and enhance service delivery
  - a. develops standards for integrated forms management/design, and designs, reviews and amends forms to ensure continued functionality and improved efficiency
  - b. reviews changes to legislation, regulations and policies to determine possible impacts on OPT procedures, and develops/leads the development of new and amended procedures
  - c. conducts studies of operating procedures to ensure they continue to achieve the purpose for which they were originally intended, and recommends amendments to policies and procedures as required
  - d. researches OPT services and public/private sector service quality initiatives
  - e. surveys clients/partners to determine expectations and perceptions regarding quality of existing services and new/improved programs
  - f. using information gathered, identifies areas for improvement and prepares/presents recommendations

for action to OPT Executive

- g. works with program staff to identify systems and improve procedures and service quality
- h. develops detailed implementation plans, including impacts on resources and assists line managers in implementing changes
- i. reviews program and service changes to measure results against original goals and objectives and refines as indicated
- j. writes reports and summaries to identify improvements to programs and services



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p><b>JOB KNOWLEDGE</b></p> <p>Understand the theory of work measurement and program review to develop work review models and methodologies, gather and analyzes program information, and review and analyze impact of changes to legislation, regulations and policies.</p>	H	280
2	<p><b>MENTAL DEMANDS</b></p> <p>Judgement to modify and develop Office of the Public Trustee (OPT) standards and procedures to coordinate and/or conduct operational reviews, measure program goals and services against OPT goals and objectives, change and refine plans, assess impact on resources prior to implementation of changes, and provide advice to OPT executive and staff on methods to improve and enhance service delivery.</p>	G	200
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b></p> <p>Persuasion required to use basic negotiation skills to gain consensus from managers on program evaluation findings and recommendations.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b></p> <p>Some coordination and dexterity required to update standards and procedures on computer with a minimal requirement for speed.</p>	B	10
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b></p> <p>Guided by general Office of the Public Trustee policies and standards to plan and organize methods and productivity studies intended to improve operations and service delivery.</p>	F	160
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b></p> <p>Moderate financial responsibility to certify contract performance.</p>	D	22.5

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	<b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Considerable responsibility to develop operational standards for forms design used to capture information on OPT programs and clients.	E	33
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to assign, monitor and review work of assigned staff on a project basis (1-5 FTEs).	CD	14
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Responsibility for own well-being and safety in a low risk environment.	A	5
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused requirement to frequently read reports, policies, legislation and other related printed materials.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently focus visual attention to view computer screen and printed materials.	C	12
12	<b>SURROUNDINGS</b> Exposure to office setting with minimal disagreeable requirements.	A	2
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 799.5

Level: Range 21