

LEGISLATIVE ASSEMBLY OFFICE

JOB PROFILE



VISITOR SERVICES- PARLIAMENTARY SERVICES EDUCATION PROGRAM ASSISTANT

OCTOBER 2024

The Legislative Assembly Office (LAO) supports the Speaker and Members of the Legislative Assembly, providing nonpartisan procedural, administrative, and educational services.

The Visitor Services unit under Parliamentary Services plays a significant role in support of the Legislative Assembly Office's (LAO) mission to promote public awareness and engagement in the work of the Legislative Assembly. Visitor Services provides information to the public about Alberta's democratic parliamentary system through educational programming and outreach activities.

Reporting to the Supervisor of Education Services and Education Co-ordinators, the Education Program Assistant plans and delivers online and in-person tours and programs for School at the Legislature and for other education audiences, undertakes program research and development within approved strategies, and supports the strategic initiatives of the Visitor Services team and the Legislative Assembly Office. Programming takes place in the Legislature Building and on the grounds as well as at the Queen Elizabeth II Building Visitor Centre and Education Centre.

Parliamentary Services operates in accordance with Legislative Assembly Office (LAO) policies and procedures, the Legislative Assembly Act, Standing Orders, and direction from the Speaker, the Members' Services Committee, and the Clerk.

Responsibilities

1. The Education Program Assistant supports structured opportunities for a variety of education audiences by organizing, presenting, and developing materials related to concepts of parliamentary democracy, citizenship, and Alberta history based on direction from the Education Co-ordinators or the Supervisor of Education Services.

Activities:

- Lead School at the Legislature site school weekly program planning, organization, logistics, and delivery
- Support daily education experience program planning, organization, logistics, and delivery
- Develop education tours, programs, and resources that meet the needs of school and other curriculum-based audiences in alignment with approved Visitor Services priorities and strategies
- Review Alberta Education curriculum, ensuring appropriate and meaningful connections for tours, programs, and resources
- Assist in event planning such as the annual Alberta Teachers Institute on Parliamentary Democracy and teachers' conferences
- Facilitate the administration of applications and registration for School at the Legislature, daily education experience programs, Alberta Teachers Institute on Parliamentary Democracy, and other events
- Attend meetings with other site schools to discuss latest developments in inquiry teaching, school board updates, conference planning, and annual application distribution
- Assist with the development and creation of digital and online resources for various education projects as needed, including but not limited to worksheets, videos, and voice-over recordings
- Assist with the training and orientation of new Education Guides

- Assist with the continued development of Education Guides by providing informal feedback on tour and program delivery
 - Contribute to the creation of resources and operational guidelines for Education Guides
 - As directed, review and update documents to reflect both current research and new interpretive materials
 - As directed, conduct research into historical events, people, activities, archival materials, et cetera
 - As directed, contribute to the creation of educational programs, training materials, and resource materials
 - Assist with daily operations, administration, bookings, and management of facilities, including school visits and preparation and maintenance of school program rooms and classroom materials
 - Provide support, when required, to the Visitor Engagement Co-ordinator in various initiatives and programs
 - Ensure programming resources are stocked and prepared for distribution
2. Delivers learning experiences for education groups, ensuring they meet or exceed expectations according to LAO policies and procedures and based on the direction of the Education Co-ordinators or Supervisor of Education Services
- Activities:**
- Lead delivery of School at the Legislature site school
 - Lead daily education experience program delivery as required
 - Support the delivery of public programming in the Visitor Centre as required
 - Facilitate structured educational programs, including online and on-site education-related programs, tours, and presentations focusing on Alberta's parliamentary history, traditions, and activities
 - Tailor the delivery of presentations to the audiences' learning and service requirements
 - Adhere to security procedures and LAO protocols, ensuring the safety and security of visitors to the Legislature as well as employees
 - Provide accurate tourism information and tourism contact information to visitors
3. Supports the overall operations of Parliamentary Services and the LAO to ensure that goals and objectives are met in the provision of support to the Legislature
- Activities:**
- Contribute as an active team member to LAO initiatives
 - Assist with special projects as assigned under the direction of the Supervisor of Education Services
 - Assist in the delivery of events, acting as a representative of Parliamentary Services and the LAO while maintaining a professional demeanor and adhering to protocol
 - Provide support and training, when requested, for front-line staff, both online and in person
 - Represent the Legislative Assembly Office at conferences and trade shows
 - Provide administrative support and project assistance to the Parliamentary Services branch in addition to other branches of the LAO as required
 - Participate in services required to ensure a smooth transition from Legislature to Legislature, which includes assisting new Members and staff during pre- and postelection periods
 - Demonstrate commitment to workplace health and safety by following safe work practices and reporting work-related accidents and hazards immediately
 - Demonstrate behaviors that strengthen trust, respect and collaboration that support a positive workplace culture and highlight the principles of the Respectful Workplace Policy
 - Participate in the classification, maintenance, retention, and disposition of records within the guidelines of the LAO's File Classification and Retention Schedule.

Scope

- services impact the public as well as MLAs, the office of the Speaker, the office of the Clerk, management, and staff of the Legislative Assembly
- delivers on-site, virtual, and outreach education programs that fulfill the Visitor Services mandate and provide a positive visitor experience while at the Legislature Building, Education Centre, and Visitor Centre
- role directly impacts the efficient and effective delivery of Visitor Services programs and reflects the nonpartisan role of the LAO
- provides information to diverse groups of internal and external visitors, including school groups
- utilizes sensitivity and tact while interacting with the public
- responsible for day-to-day operational decisions and handles routine problems where policy and procedure have been outlined and/or precedent set
- decisions that fall outside guidelines or that could affect the Speaker or the LAO as a whole are referred to the Supervisor of Education Services, Manager of Visitor Services, or the Clerk Assistant and Executive Director of Parliamentary Services
- services provided impact the efficient operation of the branch and the public image of the Legislature
- operates as a nonpartisan entity in a dynamic political environment

Knowledge, Skills and Abilities

- 2-year diploma or certificate in history, political science, museum studies, fine arts, or education
- related experience in active visitor engagement, specifically public speaking, guiding public tours or school tours, tourism delivery, or similar activities
- interpretation or education programming experience, preferably in a cultural or historical environment
- experience with site-specific or informal learning practices
- a thorough understanding of parliamentary process, the history of Alberta, and current events
- strong research and writing skills
- ability to work within a team environment as well as independently to support the goals of the branch
- strong public relations skills, in particular communication and presentation abilities to diverse visitor groups and program participants
- well-developed professional and interpersonal skills as pertains to working with other LAO offices, GOA staff, and MLAs
- project management experience
- ability to project a professional and efficient nonpartisan attitude in interactions with visitors and user groups and a strong commitment to visitor service
- sound use of judgment, supported by tact, diplomacy, discretion, and problem-solving skills
- sound understanding of the goals and objectives of the LAO and its policies and procedures
- flexibility and adaptability to changing circumstances and operational demands
- administrative skills and basic knowledge of software and equipment (Microsoft Office Suite, Excel, Google, Teams, et cetera)
- ability to conduct educational tours and programs on camera is required
- experience making online content and knowledge of editing software and AV equipment is an asset
- ability to conduct programming in French is preferred

Position Classification

Administrative Support 4 (014AS)