

STRATEGIC ALIGNMENT INITIATIVE - LGLA Conference Input (February 2017)

CHIEF ADMINISTRATIVE OFFICER (Principal Appointed Officer)

Rank	RESPONSIBILITIES	SUCCESS INDICATORS – Expectations/Criteria
	a. Coordinates strategic process (STRATEGIC)	
	b. Reports on follow-up, progress and results (STRATEGIC)	
	c. Ensures capacity to meet expectations (STRATEGIC)	
	d. Ensures objective, quality advice (POLICY)	
	e. Translates political direction to staff (POLICY)	
	f. Ensures legislative compliance (POLICY)	
	g. Oversees service efficiency & effectiveness (SERVICE)	
	h. Advises officials of sensitive issues (SERVICE)	
	i. Promotes customer service excellence (SERVICE)	
	j. Facilitates a positive, learning workplace (SYSTEMS)	
	k. Ensures performance & fiscal accountability (SYSTEMS)	
	l. Ensures capacity consistency to expectations (SYSTEMS)	

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