



# Management Roles in DFAIT

## MIDDLE MANAGER LEVEL

### The Middle Manager Role at DFAIT

#### At Headquarters

- Sample Positions: Deputy Directors
- Have a strong operational focus
- Usually manage a small number of employees performing specialized tasks
- Issue management:
  - Responsible for tactical management of issues (no difference between Supervisor/ Middle Manager at HQ)
- Manage budgets

#### Abroad

- Sample Positions: Program Heads, Mission Administrative Officers (small missions), Heads of Mission (small missions)
- May manage employees who carry out a broad diversity of roles/tasks (e.g., professional/ technical/ administrative)
- Can have financial authority
- Ensure high-quality service to the public:
  - Negotiate Canadian interests,
  - Communicate foreign policy positions to the media and senior interlocutors,
  - Provide consular services
- Frequently represent Canada at public events
- Host senior-level visits and complex delegations from Canada



#### Required CFSI Courses

##### • Middle Management Development Programme

##### Learning Highlights

- Roles and responsibilities of a middle manager
- Establishing relationships - one-on-one
- Working in a diverse workplace and managing conflict