



Order in Council Job Description

JOB TITLE: Communications Manager	LEADERSHIP ROLE: Business	CHIPS POS NUM: Various
BRANCH / REGION / DISTRICT: Government Communications and Public Engagement, Victoria		DIVISION: Communications
SUPERVISORS TITLE: Communications Director	LEADERSHIP ROLE: Strategic	CHIPS POS NUM: Various

PROGRAM:

The British Columbia Government Communications and Public Engagement is a dynamic, progressive organization that supports the government in its ongoing dialogue with British Columbians. The Government Communications and Public Engagement leads and coordinates government communications through its four divisions: Strategic Planning and Public Engagement, Communications and Media Relations, Communications Support Services and Corporate Services

The Communications and Media Relations Division provides advice and staff to support the communications needs of ministries including issues management, regional communications and on-the-ground event support as well as media relations and emergency communications.

PURPOSE OF POSITION:

The Communications Manager reports to the Communications Director. This position works on behalf of the Communications Director to manage the operation of the assigned Communications Branch on a day-to-day basis.

The Communications Manager functions at a senior level and provides management expertise, advice and direction to employees and ministry clients to ensure the consistent and effective implementation of communications plans, policies, procedures and standards throughout the client ministry. The position also provides primary supervision and assumes budgetary and human resource responsibilities where appropriate.

The position assumes all responsibilities for the Director as required or in the Director's absence.

NATURE OF WORK AND POSITION LINKS:

The Communications Manager provides communications management expertise and works closely with a number of senior officials across government to ensure the production of accurate, professional, timely and cost-effective communications products and services in support of their assigned ministry strategic program initiatives.

Position links:

- Ministers - to serve in the absence of the Communications Director and to report on the status of products and services planned or underway in the branch
- Ministry executive - to provide advice and direction regarding program-specific and ministry-wide communication plans in cooperation with the Communications Director; and to provide advice on communications initiatives and to assign staff to various communications tasks/projects

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- Communications Services, Headquarters - to negotiate delivery of specialized services on behalf of the ministry

SPECIFIC ACCOUNTABILITIES:

- Manage general communications plans and projects
 - Support the Communications Director by managing the operation of the assigned Communications Branch
 - Assist the Communications Director in: ministry strategic communications planning; issues management; quick response; media relations; and ministry communications services
 - Lead the staff in the provision of: issues management and talking points; ministry communications plans integrated with the government plan; news releases and backgrounders; publications content; speech writing; notes and strategies for legislative introductions; web content; media monitoring and event planning/management
 - As a senior public affairs officer, draft communications materials and provide a complete range of communications services and expertise as required
 - Provide supervision to branch staff
 - Oversee the development and preparation of backgrounders, speeches, briefing materials, articles, publications, brochures, newsletters, manuals and other written/electronic materials
 - Coordinate and/or respond to inquiries and requests for information
 - Manage professional development needs and counsel staff on career opportunities
- Performs other related duties
 - Produce and manage effective project requirements and service contracts within budget
 - Serve in the absence of the director

ORGANIZATION CHART:

(see attached)

APPROVED:

INCUMBENT	DATE RECEIVED
IMMEDIATE EXCLUDED MANAGER	DATE APPROVED
HUMAN RESOURCE OFFICER	DATE EFFECTIVE

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JOB TITLE: FOI Coordinator	CLASSIFICATION: AO R14	CHIPS POS NUM: 82020
BRANCH / REGION / DISTRICT: Government Communications and Public Engagement, Victoria		DIVISION: Corporate Services
SUPERVISORS TITLE: Records Services Officer	ROLE: Applied	CHIPS POS NUM: 91878

DIVISION AND BRANCH

Government Communications and Public Engagement (GCPE) is a dynamic, progressive organization that supports the government in its ongoing dialogue with British Columbians. GCPE leads and coordinates government communications through its four divisions: Communications, Support Services, Strategic Planning and Engagement; and Corporate Services.

The Corporate Services Division provides a full range of financial, administrative, operational and human resource support services centrally, to all business units of GCPE.

POSITION FUNCTION

Under the supervision of the Records Services Officer, this position is responsible for providing technical expertise when coordinating the collection of responsive records for Freedom of Information (FOI) requests ensuring compliance to the *Freedom of Information and Protection of Privacy (FOIPPA) Act*. The position functions within the broad guidelines of the FOIPPA, the *Document Disposal Act* and other relevant government policies and procedures. The FOI Coordinator provides expert advice, guidance and training to all staff on FOI and records management policies, recognizing the sensitivity of certain FOI requests and is involved in the issues management components of GCPE's FOI process. The position is also responsible for providing records management support to all business units of Government Communications and Public Engagement.

JOB DUTIES AND TASKS**Under limited supervision:****1. Administration of GCPE's FOI Process (70%)**

- Maintains a sound understanding of the operations and programs of GCPE including the complexities surrounding the potential sensitivity, confidentiality and impact related to the disclosure of information
- GCPE's FOI Coordinator is the main point of contact for the centralized government Information and Privacy Operations and is the conduit between GCPE's ministry Communications Office and Information Privacy Operations
- Develops and implements the FOI process for GCEP ensuring compliance with FOIPPA, policies and procedures and that the responsive records are submitted within specified legislated timeframes.

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- Determines relevant program areas when distributing the FOI request and subsequent collection of responsive records, obtains clarification of scope when necessary, and follows up with staff to ensure responsive records are produced within the established due date.
- Develops and delivers the GCPE FOI 101 – “Beyond the Act” training program e.g.: PowerPoint presentation for Communications Offices’ Directors, Managers and other staff involved in the FOI process, located in approximately 16 different ministries.
- Provides advice and guidance to all staff, in regards to partial transfers, consultations, conferring, transitory records, email guidelines, and issues management as it relates to managing records.
- Performs record searches of the QRMS database (automated records management system) to ensure all relevant sources of information are included in the response to FOI requests.
- Monitors the FOI requests and collects data for monthly Executive performance reporting.
- Provides general interpretations on the intent and content of the legislation and related GCPE policies, guidelines and procedures.

2. Records Management (30%)

- Determines the most effective manner in which GCPE headquarters and communications offices’ records should be kept and utilized by examining the records and reviewing records management procedure.
- Establishes and enhances the corporate records management system, including defining data fields, organizing data content and entering information into QRMS.
- Designs records management physical filing systems by (1) analyzing the Ministry’s service plan, org chart and website (2) analyzing paper and electronic documents held by the GCPE Communications office (3) analyzing information gained by the Records Coordinator from informational interviews with Communications Office management.
- Processes offsite accessions and destructions of records and ensure it is in accordance with the Document Disposal Act.
- Conducts litigation file searches for GCPE headquarters and Communications Offices staff.
- Provides technical guidance to GCPE headquarters and Communications offices staff on establishing and maintaining ARCS/ORCS records management systems, including classification, scheduling, retention and disposal consistent with government policies and procedures.

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SUPERVISORS TITLE: Communications Director	LEADERSHIP ROLE: Strategic	CHIPS POS NUM: Various

PROGRAM:

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The Communications and Media Relations Division provides advice and staff to support the communications needs of ministries including issues management, regional communications and on-the-ground event support as well as media relations and emergency communications.

PURPOSE OF POSITION:

The Manager, Media Relations and Issues Management, is one of two managers who report to the Communications Director and manages the media and issues activities of the Communications Office on a day-to-day basis.

The Manager, Media Relations and Issues Management, functions at a senior level and provides management expertise, advice and direction to ensure the consistent and effective management of issues and media relations plans, policies, procedures and standards throughout the client ministry.

NATURE OF WORK AND POSITION LINKS:

The Manager, Media Relations and Issues Management, is accountable for planning and implementing all media relations activities for the Ministry, including planning news conferences and media events, preparing media strategies, developing corporate positions and proactive responses on sensitive issues.

The Manager, Media Relations and Issues Management, is responsible for overseeing an issues management system to ensure effective media monitoring, identification of potential public and media issues, pre-emptive actions, development of effective response options and preparation of Ministry position statements.

Position links:

- Ministry executive - to provide advice and direction regarding program-specific and ministry-wide communication plans in cooperation with the Communications Director; and to provide advice on communications initiatives and to assign staff to various communications tasks/projects

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- Media, special interest groups and the public at large - to respond to inquiries and provide information and direction on ministry related issues.
- Members of Communications Branches and senior officials in other ministries across government - to establish and maintain a coordinated and consistent approach to Communications planning activities and initiatives across government
- Communications Services, Headquarters - to negotiate delivery of specialized services on behalf of the ministry
- Corporate Services, Headquarters – for operational support services

SPECIFIC ACCOUNTABILITIES:

- Manage ministry media relations and issues management
- Support the Communications Director by managing the media relations and issues management operations of the Communications Branch
- Provide advice/guidance to Minister's/Deputy Minister's Office and Executive, discusses controversial issues and promotes appropriate course of action,
- Act as Ministry spokesperson on key issues and initiatives as required
- Ensure all statements to the media are consistent with the goals and objectives of the Ministry and government
- Provide advice/guidance to ministry-wide clients/staff on program, projects, and initiatives where controversy exists to promote differing programs and needs
- Liaise with officials in other organizations and special interest groups where perspectives and points of view differ significantly
- Train others in proper issues management techniques and methodologies
- Undertake high-level media relations activities with the objective of creating positive treatment of Ministry initiatives by the media and for advance communication of the Ministry's intentions
- Arrange news conferences and media events, and take other action such as initiating public campaigns
- Prepare, review and issue news releases, media information packages, positioning statements and briefing materials
- Develop and implement a comprehensive issues management system for the Ministry on public issues by:
 - developing mechanisms to anticipate and provide response options for major public and media issues or crises that have the potential to impair the ability of the Ministry to carry out it's mandate or to undermine the effectiveness and credibility of Ministry operations;
 - directing media tracking and monitoring activities, ensuring rapid daily analysis of media coverage on issues which are of concern to the Ministry and making judgments on items to bring to the attention of the Minister;
 - developing broad media, public relations and issues management strategies for use in the event that an issue or crisis arises;
 - developing and implementing an effective process for issues/crisis identification and prioritization;
 - maintaining a comprehensive research capability, including production and maintenance of issues books, stockholder identification and monitoring, media watch/clipping services and critic group/opinion leader tracking;

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- reviewing Ministry policy, program, legislative and regulatory amendments that could trigger a negative response from key stakeholders, pressure groups or the public
- In coordination with the Communications Manager, supervision of employees in Media Relations and Issues Management section
- Sets work standards and priorities, and monitors the quality of work produced

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