



TITLE: INFORMATION ACCESS ANALYST

CLASSIFICATION: CLERK 15

MINISTRY: FORESTS

WORK UNIT: EXECUTIVE SERVICES

SUPERVISOR TITLE: TEAM LEAD FREEDOM OF INFORMATION
(FOI) AND RECORDS MANAGEMENT

SUPERVISOR POSITION #: 00113564

JOB OVERVIEW

The Information Access Analyst is responsible for providing records and information analysis, responding to routine and formal Freedom of Information (FOI) access requests and coordination of document production for litigation and document disclosure services.

ACCOUNTABILITIES

- Manages all stages of formal requests for records made under the Freedom of Information and Protection of Privacy Act (FOIPPA) in accordance with legislated requirements. Searches, retrieves and delivers information and files from manual and electronic storage.
- Performs harms assessments and severs required information, in accordance with statutory requirements and submits work to Supervisor for review and approval prior to release.
- Works closely with the Information Access Operations (IAO) and liaises with program areas and IAO to resolve outstanding issues.
- Administers the sign-off and release of information consistent with FOIPPA, ensuring Ministry policies and procedures, are in accordance with the request.
- Manages updates and maintains request case files by documenting all discussions, contacts, consultations and any other considerations in support of recommendations to release or withhold records.
- Manipulates and reviews data using various computer software packages such as MS Access/Excel and presents data in requested formats.
- Works closely with FOI Team to develop regular and ad-hoc systems reports to meet users' needs.
- Contributes to the enhancement of electronic information management systems by recommending improvements such as new fields, maintenance or assisting with the design and coordination of document management framework.
- Maintains positive client relations by providing excellent customer service for applicants and ministry clients.
- Prepares reports for the Ministry relating to specific requests.
- Works with the Team Lead and the Manager, Executive Services to develop best practices, operational program policies and procedures to enhance service delivery.

Career Group:

Forests

Job Family:

Executive Operations

Job Stream:

IM/IT

Role:

Administrative Services

Date:

December 2022

JOB REQUIREMENTS

- Diploma or higher in Information Management, Public Administration or other directly-related discipline and 1 years' experience performing analytical work or an equivalent combination of education/training and experience.
- Experience interpreting and applying legislation such as (FOIPPA).
- Preference may be given to applicants who have one of more of the following types of experience:
 - Direct experience in interpreting FOIPPA or similar legislation.
 - Experience in managing complex caseloads.
 - Experience working in a high-volume customer-service environment.

KNOWLEDGE, SKILLS AND ABILITIES

- Comprehensive knowledge of the *Freedom of Information and Protection of Privacy Act* (FOIPPA) and associated, relevant legislation, policies and guidelines.
- Knowledge of legislation, policies and procedures related to the collection, use and disclosure of information.
- Excellent oral and written communication skills, including the ability to express ideas and recommendations clearly and concisely, in a manner appropriate to the audience.
- Ability to develop and maintain effective working relations with various stakeholders.
- Ability to organize and prioritize a substantial workload while maintaining client service and managing priorities.
- Ability to develop, implement, monitor, track and assess initiatives and ensure continued alignment with policy direction.

BEHAVIOURAL COMPETENCIES

- **Improving Operations** is the ability and motivation to apply one's knowledge and past experiences for improving upon current modes of operation within the ministry. This behaviour ranges from adapting widely used approaches to developing entirely new value-added solutions.
- **Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (results orientation); challenging goals one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates Results Orientation.
- **Problem Solving/Judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.

INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES

- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview and the culture of the BC Public Service, and to notice their commonalities and distinctions with Indigenous cultures and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.

Career Group:

Forests

Job Family:

Executive Operations

Job Stream:

IM/IT

Role:

Administrative Services

Date:

December 2022

TITLE: FOI - RECORDS MANAGEMENT TEAM LEAD**CLASSIFICATION: ADMINISTRATIVE OFFICER 21****CONTEXT**

The Ministry of Forests (FOR) is responsible for providing access to Crown land and resources through permitting and authorizations for economic development activities on the land base. FOR is one of six ministries jointly responsible for managing the natural resource sector and balancing economic opportunities with environmental stewardship.

JOB OVERVIEW

The FOI – Records Management Team Lead supervises the Ministry's FOI and Records Management Teams. Manages a large caseload of complex and contentious FOI requests and records for the Ministry. Provides leadership and guidance to staff, analyses, develops and improves information access policies, procedures and processes. Ensuring the Ministry adheres to the Freedom of Information and Protection of Privacy Act (FOIPPA).

ACCOUNTABILITIES

- Manages the ministry FOI process to ensure legislated deadlines are adhered to and that recommendations on severing are applied consistently.
- Manages the ministry Records Systems, retention and disposition systems in compliance with legislative and client requirements, applies business and records management knowledge to contribute to and assist in the development of records.
- Supervises staff including assignment of work, development and evaluation of performance plans and approval of leave.
- Provides training, advice and guidance to ministry staff regarding policy, procedures and practises as an FOIPPA expert to improve operations and enhance service delivery.
- Provides information management policy, advisory and review services.
- Provides project management leadership and/or support to information management projects.
- Acts as the primary point of contact with Information Access Operations (IAO) and liaises with program areas and IAO to resolve outstanding issues.
- Consults with the Office of the Information and Privacy Commissioner of British Columbia when needed.
- Working with the Manager, Executive Services reviews and develops best practices, operational program policies and procedures by anticipating and responding to new and emerging issues and proactively developing policies and procedures to enhance service delivery.

JOB REQUIREMENTS**Education and Experience**

- Diploma or certificate in a discipline related to information management and/or records management. An equivalent combination of education and experience may be considered.
- Minimum of three (3) years' experience working in executive offices managing highly confidential information; **OR**,
- Minimum of three (3) years' experience working directly with the *Freedom of Information and Protection of Privacy Act* (FOIPPA) and/or records management.

Preference may be given to applicants with one (1) or more of the following:

- One (1) year or more of supervisory experience.
- Experience interpreting and applying legislation such as FOIPPA; **AND/OR**,
- Experience building and maintaining effective working relationships across various lines of business.

PROVISO

- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRRA) check, and/or enhanced security screening checks as required by the ministry (**Note:** It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position).

KNOWLEDGE, SKILLS AND ABILITIES

- Comprehensive knowledge of the *Freedom of Information and Protection of Privacy Act* (FOIPPA) and associated, relevant legislation, policies and guidelines.
- Knowledge of legislation, policies and procedures related to the collection, use and disclosure of information.
- Excellent oral and written communication skills, including the ability to express ideas and recommendations clearly and concisely, in a manner appropriate to the audience.
- Ability to develop and maintain effective working relationships with various stakeholders.
- Ability to organize and prioritize a substantial workload while maintaining client service and managing priorities.
- Ability to develop, implement, monitor, track and assess initiatives and ensure continued alignment with policy direction.

BEHAVIOURAL COMPETENCIES

- **Improving Operations** is the ability and motivation to apply one's knowledge and past experience for improving upon current modes of operation within the ministry. This behaviour ranges from adapting widely used approaches to developing entirely new value-added solutions.
- **Concern for Order** reflects an underlying drive to reduce uncertainty in the surrounding environment. It is expressed as monitoring and checking work or information, insisting on clarity of roles and functions.
- **Planning, Organizing and Co-ordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.
- **Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (results orientation); challenging goals one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates Results Orientation.
- **Problem Solving/Judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.

INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES

- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview and the culture of the BC Public Service, and to notice their commonalities and distinctions with Indigenous cultures and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.

The competencies listed above complement the required accountabilities for this position. For more information about behavioural interviews, competency definitions, and to watch interview videos, please visit:

[Competencies in the BC Public Service.](#)



Where ideas work

TITLE: RECORDS - FREEDOM OF INFORMATION (FOI) COORDINATOR

CLASSIFICATION: CLERK 12

CONTEXT

The Ministry of Forests is responsible for taking care of the land base through an integrated approach, in partnership with First Nations, communities and ministries. FOR is one of five ministries jointly responsible for managing the natural resource sector and balancing economic opportunities with environmental stewardship.

JOB OVERVIEW

The Records - FOI Coordinator provides technical advice to ministry records custodians and ensures ministry records systems are in compliance with the legislative and policy requirements. The position is also responsible for coordinating the document discovery of freedom of information requests (including assigning responses). The processing of Freedom of Information (FOI) requests is a shared responsibility between the Information Access Operations Branch (IAO) and the ministries/agency's whose records are requested.

ACCOUNTABILITIES

- Provides the efficient coordination of Records Management and FOI requests for the Ministry.
- Interprets and recommends application of *Freedom of Information and Protection of Privacy Act* (FOIPPA) and *Information Management Act* (IMA) regulations and information to staff.
- Provides technical support and advice for management of automated records management systems.
- Identifies and classifies material into filing systems and data bases.
- Coordinates documentation, storage, transfer and disposition of semi-active records.
- Coordinates application, evaluation, and implementation of recorded information management schedules.
- Assists program areas to compile records packages and complete detailed harms assessments. As required, completes preliminary harms assessments for low-stakes responses.
- Advises program areas on legislative requirements, document duplication and retrieval, record disclosure and non-disclosure, and coordinates program records staff for records searches.
- Reviews and ascertains the nature and extent of information requests, such as whether the request is within the ministry's jurisdiction or if another public body has a greater interest.
- Reviews records provided by the client group/ministries to determine if they are within the scope of the request and to ensure that all relevant records have been provided.
- Ensures correct documentation and records management procedures are followed.
- Supports and/or assists in development and delivery of FOI and records management training.

JOB REQUIREMENTS

- Secondary school graduation or equivalent.
- Minimum one (1) year of experience working with either:
 - the *Freedom of Information and Protection of Privacy Act* (FOIPPA) and other regulations, policies, and procedures related to the collection, use and disclosure of information; OR
 - the *Information Management Act* (IMA) and other regulations, policies, and procedures related to records and information management in a corporate setting.
 - Preference may be given to an applicant with a minimum of one [1] year of experience with both FOIPPA and IMA.
- Minimum of one (1) year of experience working in a high-volume customer-service environment.
- Preference may be given to an applicant with Content Manager (TRIM), Cliff and/or SharePoint experience.

Career Group:
IM/IT/ADMIN

Job Family:
Information Management

Job Stream:
FOIPPA/ADMIN

Role:
Administrative

Revised Date:
April 2023

SKILLS AND ABILITIES

- Database, Microsoft Excel and record classification skills.
- Excellent verbal, written, and oral communication skills combined with strong interpersonal skills.
- Ability to organize and prioritize workload, and to use your own initiative to ensure client needs are met.
- Ability to meet and deal effectively with staff of all levels of government.

BEHAVIOURAL COMPETENCIES

- **Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; even improving or surpassing what has already been done (continuous improvement) or demonstrating a willing to move forward despite ambiguity.
- **Concern for Order** monitors the quality of others' work, checks to ensure that procedures are followed or keeps clear detailed records of own or others' activities.
- **Information Seeking** is driven by a desire to know more about things, people or issues. It implies going beyond the questions that are routine or required in the job. It may include "digging" or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental "scanning" for potential opportunities or miscellaneous information that may be of future use.

INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES

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