



**TITLE:** INFORMATION MANAGEMENT COORDINATOR

**CLASSIFICATION:** CLERK 11

**MINISTRY:** INDIGENOUS RELATIONS & RECONCILIATION

**WORK UNIT:** DEPUTY MINISTER'S OFFICE

**SUPERVISOR TITLE:** MANAGER OF EXECUTIVE SERVICES

**SUPERVISOR POSITION #:** 109123

### **JOB OVERVIEW**

This position provides coordination for all information management services within the Ministry of Indigenous Relations and Reconciliation. This position also serves a key function in the flow of information between the ministry and other ministries. The position works closely with the ministry's Executive Office and across divisions of the ministry. As a member of the Information Management Team this position will contribute to the planning of all information management related projects, including tracking systems, process and protocols, and the implementation of these initiatives.

### **ACCOUNTABILITIES**

- Work collaboratively with the Freedom of Information analyst and ensure all requests follow the legislative timeline.
- Coordinate, track, and help manage all Freedom of Information requests.
- Review and update internal Freedom of Information policies and procedure manuals to ensure Ministry direction aligns with legislation.
- Coordinate and review staff input in response to Freedom of Information requests; follow up with staff for clarification when necessary.
- Coordinate, track, and manage all litigation requests.
- Work with Manager of Executive Services on Ministry wide information management projects.
- Research information, gather facts, identify resource requirements, develop alternatives, and coordinate a timely response to ongoing information management projects.
- Create, update, and annually review ministry guidelines, processes, and protocols for Information Management.
- Work as a key point of contact for information management within the ministry to problem solve physical and electronic records issues, both current and historical.
- Assist in creation of training materials for staff and deliver training to staff around information management.
- Assist Records Technicians in physical record projects.
- Take initiative to assess and evaluate issues referred by the Manager and take appropriate action to resolve those which reasonably fall within the position's purview.

- Communicate instructions from the Manager to staff as required. Provide administrative support when required.
- Provide HR support in a general capacity; including, but not limited to, assisting with ongoing competitions.

## **JOB REQUIREMENTS**

### **EDUCATION & EXPERIENCE**

- Secondary school graduation or equivalent (GED).
- One (1) year of administrative experience in an Executive Office.
- One (1) year of experience coordinating, tracking, and managing administrative processes.
- Experience providing clerical or administrative support to various levels within an organization.

### **Preference may be given to applicants with the following:**

- Two (2) or more years of administrative experience in an Executive Office.
- Experience working with Indigenous organizations and/or communities.
- Experience working with the BC Freedom of Information and Protection of Privacy Act (FOIPPA) and other regulations, policies, and procedures related to the collection, use and disclosure of information.
- Who self-identify as Indigenous.

### **Knowledge, Skills & Abilities**

- Knowledge of government and ministry structure and decision-making process.
- Knowledge of standard office procedures.

### **BEHAVIOURAL COMPETENCIES**

- **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.
- **Organizational Awareness** is the acumen to appreciate and the ability to use the power relationships in either one's own, or other, organization(s). This includes the ability to identify the real decision-makers and the individuals who can influence them; and to predict how new events or situations will affect individuals and groups within the organization.
- **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; or even improving or surpassing what has already been done (continuous improvement).
- **Listening, Understanding and Responding** is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to spoken and unspoken or partly expressed thoughts, feelings and concerns of others. People who demonstrate high levels of this competency show a deep and complex understanding of others, including cross-cultural sensitivity.

## INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES

- **Process Orientation** places priority on how things are done. It is a willingness to remain open and follow in new directions. It means setting aside mainstream ways of achieving results and instead following culturally respectful processes that also produce results. It is letting go of agendas or the need to control, and trusting that the appropriate outcomes will emerge from a good journey together. It means accepting that both the use of process orientation and a good relationship are concrete results.
- **Building a Trust Based Relationship** requires a fundamental understanding that "relationship" is the foundation from which all activities happen and that building a good relationship takes time and commitment. It is a willingness to build a personal relationship in addition to a professional one, participating in open exchanges of experiences and culture. It requires a genuine, non-controlling approach and relies upon demonstrated integrity and transparency. Building a trust-based relationship requires a high level of consciousness of the experience of Indigenous people with Crown relations. It assumes that strengths abound in Indigenous people, cultures and communities.



**TITLE: INFORMATION AND PRIVACY ANALYST**

**CLASSIFICATION: ADMINISTRATIVE OFFICER 18**

## JOB OVERVIEW

*To provide leadership and guidance on the implementation of the Freedom of Information and Protection of Privacy Act and make recommendations on the release of information and the protection of privacy.*

## ACCOUNTABILITIES

Required:

- Reviews, analyses, recommends, develops and authorizes responses to access requests for sensitive, confidential and complex information within specified timeframes.
- Determines the need to withhold and/or release information or records ensuring risks, legal and security issues to the author, applicant, third parties and/or the ministry are considered.
- Severs required information, in accordance with statutory requirements, prior to the release of information.
- Directs ministry responses to requests for review or complaints made to the Office of the Information and Privacy Commissioner.
- Distributes, tracks and coordinates incoming and outgoing Ministry requests.
- Interprets and applies FOIPPA and regulations.
- Escalates to supervisor only the most critical, precedent-setting and/or unusual requests, such as requests that involve information of highly sensitive or extreme personal nature or have potential third party impact.
- Assists with the research, analysis, development and implementation of strategic policies relating to freedom of information and protection of privacy.
- Develops privacy impact assessments and information sharing agreements for program areas, under Part 3 of FOIPPA.

## JOB REQUIREMENTS

- Degree in Information Management, Public Administration or other directly-related discipline and **1 years'** experience performing analytical work or; Diploma in Information Management, Public Administration or other directly-related discipline and **2 years'** experience performing analytical work or; an equivalent combination of education/training and experience. **\*\*Recent and related experience includes:**
  - Experience interpreting and applying legislation, policies and directives (examples include: policies and laws of the provincial, federal, or municipal governments).
  - Experience in negotiation, mediation, and/or conflict resolution.

Career Group:

Information Mgt/Information  
Technology

Job Family:

Information Management

Job Stream:

FOIPP

Role:

Technical

Revised Date:

November 2011

- Knowledge of the Freedom of Information and Protection of Privacy Act, Information Management Act and procedures related to the collection, use and disclosure of information.

Preference may be given to applicants:

- With direct experience in interpreting freedom of information /privacy or similar legislation.
- With experience working in a high-volume customer-service environment.
- With experience working with Indigenous organizations and/or communities.
- Who self-identify as Indigenous.

Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) 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**).

## BEHAVIOURAL COMPETENCIES

- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation, and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.
- **Initiative** involves identifying a problem, obstacle or opportunity and taking appropriate action to address current or future problems or opportunities. As such, initiative can be seen in the context of proactively doing things and not simply thinking about future actions. Formal strategic planning is not included in this competency.
- **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.
- **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.

## Indigenous Relations Behavioural Competencies

- **Commitment** is visibly putting into action your stated commitments. It means "walking the talk" and following through. It includes communicating information and intentions openly, honestly and regularly, and welcoming the same in others. It is consistently demonstrating ethical behaviour (such as honouring confidentiality and speaking the truth) so that Indigenous people know what to expect and can trust that action will follow your statement of commitment. It also means anticipating the level of knowledge and understanding needed and proactively gaining the knowledge prior to entering into relationships with Indigenous people.

Career Group:

Information Mgt/Information  
Technology

Job Family:

Information Management

Job Stream:

FOIPP

Role:

Technical

Revised Date:

November 2011

- **Process Orientation** places a priority on “how” things are done. It is a willingness to remain open and follow in new directions. It means setting aside mainstream ways of achieving results and instead following culturally respectful processes that also produce results. It is letting go of agendas or the need to control, and trusting that the appropriate outcome will emerge from a good journey together. It means accepting that both the use of process orientation and a “good relationship” are concrete deliverables.

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**Career Group:**

Information Mgt/Information  
Technology

**Job Family:**

Information Management

**Job Stream:**

FOIPP

**Role:**

Technical

**Revised Date:**

November 2011



**TITLE: MINISTRY RECORDS OFFICER****CLASSIFICATION: ADMINISTRATIVE OFFICER 24****MINISTRY: INDIGENOUS RELATIONS AND RECONCILIATION****WORK UNIT: EXECUTIVE SERVICES****SUPERVISOR TITLE: MANAGER, EXECUTIVE SERVICES****SUPERVISOR POSITION #: 109123**

## JOB OVERVIEW

*The Ministry Records Officer (MRO) coordinates and communicates with all staff within the Ministry of Indigenous Relations and Reconciliation on all records management processes and policies. This position provides operational Information Management (IM) direction and advice to all levels of the ministry, including taking a leadership role in the definition and delivery of IM projects. In addition, this role provides strategic support so the ministry can meet their IM requirements under legislation and policy (e.g., creation, classification, storage, security, inventory, retrieval, digitization, metadata, retention, and disposition) and can achieve their business objectives. The MRO brings awareness and direction to the changing landscape of recorded IM, including the challenges of primarily electronic IM and what solutions are appropriate to those challenges. This position is the subject matter expert for the ministry and bridges the worlds of information technology and program IM. With significant changes in legislation, the need for stronger IM accountability, as well as technical shifts, those in this position must bring a strong change management component to the role. The MRO is an integral member of the Information Management Branch - Central Records team which consists of dedicated information professionals supporting the ministry, and this position also works closely with information stakeholders across the province.*

## ACCOUNTABILITIES

Required:

- Develops and enforces strategies, methods, and standards to ensure records are protected according to legislative requirements.
- Administers and controls the lifecycle management and disposition of all Ministry recorded information and develops and manages the vital records disaster recovery plans.
- Provides advice and support for integrating electronic records systems with line-of-business applications and responds to user concerns.
- Performs periodic compliance audits, investigates and reports on policy breaches, and recommends remedial actions.

- Manages the relationship with contracted service providers and ensures services are provided in accordance with legislation and policy.
- Consults with provincial and federal counterparts regarding legislation and policy changes to contribute to ongoing development of national standards.
- Analyze and appraise government or ministry information assets to determine their ongoing corporate value.
- Supervises staff including assignment of work, development and evaluation of performance plans and approval of leave.
- Provides expert advice on recorded information management issues related to data classification, retention, authenticity, retrieval, digitization, metadata, and final disposition.
- Works collaboratively with central government's Corporate Information and Records Management Office (CIRMO).
- Approval authority for sign off on Appropriate Information Destruction applications for Ministry.

## JOB REQUIREMENTS

- Degree, Diploma, or Certificate in Records Management or related field and five (5) years of related experience or an equivalent combination of education, training, and experience may be considered.
- Two (2) years' experience interpreting and applying legislation, policy, or procedures related to information management.
- Experience researching, analyzing, or providing advice regarding digital information management.
- Knowledge of the Information Management Act and related policies and procedures.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) 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**).

## Related experience must include the following:

- Experience supervising a team of staff, including training, assignment of work, and performance management.
- Experience coordinating a variety of records management and related administrative functions in a service-oriented environment.
- Experience applying records management principles, methodologies, operations, and procedures.
- Experience with the management of off-site records and related policies and procedures.

Career Group:

IM/IT

Job Family:

Information Management

Job Stream:

Records

Role:

Professional

Revised Date:

December 2023



### Preference may be given to applicants with the following:

- Applicants who self-identify as Indigenous.
- Direct experience with EDRMS CM.
- Experience interpreting the ORCS & ARCS and implementing their use.
- Three (3) or more years' experience of supervising a team of staff, including training, assignment of work, and performance management.
- Experience applying the Information Management Act, Authorized Information Destruction Process, and Freedom of Information and Protection of Privacy Act.

### INDIGENOUS AND BEHAVIOURAL COMPETENCIES

- **Managing Organizational Resources** is the ability to creatively think about allocation of organizational resources (e.g., people, materials, assets, funding) to support the self-determination of Indigenous people. It may involve taking strategic risks with organizational resources and incorporating ingenuity to maximize results. It includes the ability to look for improvements that do not require significant resourcing while committing to fully resourcing when indicated. It is collaborating with Indigenous people to ensure that resources are allocated based on existing and further interests of their people and communities. It incorporates a means of measuring results relevant to both the BC Public Service and Indigenous people.
- **Change Management** is the ability to support a change initiative that has been mandated within the organization. It involves helping the organization's members understand what the change means to them, and providing the ongoing guidance and support that will maintain enthusiasm and commitment to the change process. People with this competency willingly embrace and champion change. They take advantage of every opportunity to explain their vision of the future to others and gain their buy-in.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, colleagues, partners (e.g. educational institutes, non-government organizations, etc.), co-workers, peers, branches, ministries/agencies and other government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Problem Solving** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate 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, etc.