



Documenting Government Decisions Gap Analysis Progress Report - 2022

BC Government has made a commitment to Document Government Decisions (DGD). The duty to document flows from the Information Management Act and is established by a Chief Records Officer Directive. The [Directive](#) outlines what constitutes an adequate record and then sets out the DGD components for creating and maintaining government information, as shown in the figure below.






In March 2019, the Economy Sector DGD champion, David Padgett, held a workshop for ministry leaders to get familiarized with the new DGD requirements. Leaders were asked to complete a DGD gap analysis for their business area. Ministry of Labour had already internally canvassed its program areas and completed its gap analysis in February 2019. Ministry of Municipal Affairs; Jobs Economic Recovery and Innovation; and Tourism, Arts, Culture and Sport, were canvassed.

The gap analysis assesses a program area's compliance with the legal obligation to document key decisions of government, identifies areas for improvement, and next steps. The Economy Sector Records Help team is responsible to review and analyze the findings of the program areas who were canvassed, to support them in meeting their records management requirements.

Current Status & Recommendations

38% of the canvassed program areas returned their gap analysis to the DGD champion. Three common themes were identified, and a recommended approach was provided to address each theme. The recommendations were initiated in September 2020.

Theme	Finding	Recommendation	Status
 Defined Roles and Responsibilities	Roles and responsibilities are not defined. Clarification is needed to ensure program areas are identified as the office of primary responsibility.	Establish information management point-of-contacts to build internal capacity, address key issues, and improve service delivery. Communicate information management requirements and responsibilities through a monthly newsletter.	Completed January 2021
 Appropriate Recordkeeping Systems	Improvements to recordkeeping systems are needed to enable access and findability of records. Guidance is needed to establish recordkeeping systems. Processes need to be identified and practices need to be improved to better manage records.	Establish a sustainable relationship between the Records Help team and the Information Systems Branch to increase collaboration on recordkeeping systems-related service delivery. Central to this approach, is to engage at the early onset of an initiative, make connections between stakeholders, secure commitments to common visions and goals, and enable collaborative outcomes and advantages.	Completed November 2021
 Documented Policies and Procedures	Operational functions need to be documented through a comprehensive policy, processes, and procedures. Processes by which decisions are made need to be reviewed. Approach to documenting decisions and storing information is inconsistent.	Guide the sector to meet its obligations with documenting policies and procedures by establishing an Information Management Policies and Procedures Standards, developing an Information Management Policies and Procedures Tool Kit, and by delivering a practical workshop to inform, adopt, and document information management policies and procedures.	In-progress



Documenting Government Decisions

Gap Analysis Progress Report - 2022

Ongoing Planning

Our efforts continue to gather the remaining 60% gap analyses and gather gap analyses from new program areas that emerged from the cabinet reorganization of November 26, 2020.

Deliverables	Outcomes	Status
Identify net new program areas that emerged from the cabinet reorganization	Some program areas exited the economy sector, while others were amalgamated to form new program areas. In total, nine net new program areas were identified.	Completed 2022-01-28
Identify program area contacts		In-progress
Risk analysis of the new and remaining program areas		Not yet initiated
DGD Champion outreach to Executive Directors based on the outcome of risk analysis		Not yet initiated
Records Help Team training as necessary		Not yet initiated
Allocate two-weeks for program area to complete and return gap analysis		Not yet initiated
Records Help Team follow-ups		Not yet initiated
Escalation to ADM		Not yet initiated

Upon completion of the above deliverables:

- Identify potential proactive disclosure opportunities.
- Through a progress report, analyze the net new gap analyses to identify common themes and provide recommended approach to address each theme.
- Create a baseline for monitoring compliance with DGD and measure continuous improvements.



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In March 2019, the Economy Sector DGD champion, David Padgett, held a workshop for ministry leaders to get familiarized with the new DGD requirements. Leaders were asked to complete a DGD gap analysis for their business area. Ministry of Municipal Affairs; Jobs Economic Recovery and Innovation; and Tourism, Arts, Culture and Sport, were canvassed all canvassed. Ministry of Labour was not canvassed; they completed their own gap analysis **and to date ...**

The gap analysis assesses a program area's compliance with the legal obligation to document key decisions of government, identifies areas for improvement, and next steps. The Economy Sector Records Help team is responsible to review and analyses the findings to support program areas meet their records management requirements.

Work Completed

38% of the gap analysis issued to leaders have been returned to the DGD champion. Three common themes were identified, and a recommended approach was provided to address each theme. The recommendations were initiated in September 2020.

Theme	Finding	Recommendation	Status
 Defined Roles and Responsibilities	Roles and responsibilities are not defined. Clarification is needed to ensure program areas are identified as the office of primary responsibility.	Establish information management point-of-contacts to build internal capacity, address key issues, and improve service delivery. Communicate information management requirements and responsibilities through a monthly newsletter.	Completed January 2021
 Appropriate Recordkeeping Systems	Improvements to recordkeeping systems are needed to enable access and findability of records. Guidance is needed to establish recordkeeping systems. Processes need to be identified and practices need to be improved to better manage records.	Establish a sustainable relationship between the Records Help team and the Information Systems Branch to increase collaboration on recordkeeping systems-related service delivery. Central to this approach, is to engage at the early onset of an initiative, make connections between stakeholders, secure commitments to common visions and goals, and enable collaborative outcomes and advantages.	Completed November 2021
 Documented Policies and Procedures	Operational functions need to be documented through a comprehensive policy, processes, and procedures. Processes by which decisions are made need to be reviewed. Approach to documenting decisions and storing information is inconsistent.	Guide the sector to meet its obligations with documenting policies and procedures by establishing an Information Management Policies and Procedures Standards, developing an Information Management Policies and Procedures Tool Kit, and by delivering a practical workshop to inform, adopt, and document information management policies and procedures.	In-progress



Documenting Government Decisions

Gap Analysis Progress Report

Ongoing Planning

Our efforts continue to gather the remaining 60% gap analyses, through the following approach:

- DGD Champion outreach to Executive Directors
- Records Help Team follow-ups and training as necessary
- Escalation to ADM as a last course of action

Identify net new program areas following the cabinet reorganization of November 26, 2020:

- Identify contacts
- DGD Champion outreach to Executive Directors
- Records Help Team training
- Allocate two-weeks for program area to complete and return gap analysis

Upon 100% completion of the gap analysis

- Identify potential proactive disclosure opportunities
- Analyse the remainder and additional gap analysis to identify common themes, and provide recommended approach to address each theme.



Documenting Government Decisions




2019 Gap Analysis Findings and Recommendations

BC Government has made a commitment to Document Government Decisions (DGD). The duty to document flows from the Information Management Act legislation and is established by a Chief Records Officer Directive. The [Directive](#) outlines what constitutes an adequate record and the sets out the DGD components for creating and maintaining government information, as shown in the figure below.



In March 2019, the Economy Sector DGD champion, David Padgett, held a workshop for ministry leaders to get familiarized with the new DGD requirements. Leaders were asked to complete a DGD gap analysis for their business area. The gap analysis assesses a program area's compliance with the legal obligation to document key decisions of government, identifies areas for improvement, and next steps. 26 of the 51 gap analysis were returned to the DGD champion.

The Economy Sector Records Help team reviewed the gap analysis and identified three common themes. A recommended approach is provided to address each theme.

Theme	Finding	Recommendation	Status
 Defined Roles and Responsibilities	Roles and responsibilities are not defined. Clarification is needed to ensure program areas are identified as the office of primary responsibility.	Establish information management point-of-contacts to build internal capacity, address key issues, and improve service delivery. Communicate information management requirements and responsibilities through a monthly newsletter.	Completed
 Documented Policies and Procedures	Operational procedures need to be documented. Processes by which decisions are made need to be reviewed. Consistent approach to documenting decisions and storing information is unclear. Need to develop a comprehensive policy, processes, and procedures.	Lead program areas in meeting its obligations with documenting policies and procedures by establishing an Information Management Policies and Procedures Standards; developing an Information Management Policies and Procedures Tool Kit; and delivering a practical workshop to inform, adopt, and document information management policies and procedures.	In-progress
 Appropriate Recordkeeping Systems	Improvements to recordkeeping systems are needed to enable access and findability of records. Guidance is needed to establish recordkeeping systems. Processes need to be identified and practices need to be improved to better manage records.	Develop a greater awareness and understand how program areas manage their records in their recordkeeping systems by establishing a sustainable relationship between the Records Help team and the Information Systems Branch. Central to this approach is to engage at the early onset of an initiative, make connections between the right people, secure commitment to common visions and goals, and enable collaborative outcomes and advantages.	In-progress

Sarah Thibault, Ministry Records Officer, Records Help Team
Information Management and Strategic Initiatives, Corporate Planning and Priorities
Management Services Division, Economy Sector
Created: 2021-09-24; Revised: YYYY-MM-DD

Workshop Plan

Documented Policies and Procedures Project

Background

With the duty to document embedded in our legislation, through a CRO Directive and establishing the components of an appropriate system, BC Government has made a commitment to document government decisions (DGD).



IM roles and responsibilities in the Economy Sector have been established and rolled-out: Records Management Contacts. The **Documented Policies and Procedures Project** addresses the second component of an appropriate system, the requirement to document policies and procedures. Though policies and procedures may be known, not all program areas have them documented. This can result in inconsistent approach and practice in the handling and management of information. The project lays out a strategy and delivers effective tools to lead and advise program areas in meeting its obligation and compliance with documenting its policies and procedures.

Purpose

The Documented Policies and Procedures Project has three elements:

1. Establish IM Policies and Procedures Standards for the economy sector, with a universal model approach, the standards can be applied government wide.
2. Develop an IM Policies and Procedures Tool Kit.
3. Deliver a practical workshop to inform, adopt, and document:
 - Inform program areas on the requirements of documenting IM Policies and procedures.
 - Adopt the Standards across the Economy Sector.
 - Document IM policies and procedures (with the goal that all program areas in the Economy Sector will have a documented IM policies and procedures).

All three elements will be sent for review to GRS prior to delivery, and tested with a program area before implementation.

Timeline

Planning to roll-out the workshop in mid-January 2022.

Stakeholders

- Economy Sector SHR Team: support workshop registration, postings, and announcements.
- GRS: ensure the Standards, tool kit and practical workshop are in-line with legislation and policies, and with current and future delivery of learning and/or services.
- Program Areas: tool kit is user-friendly, Standards are easily understood, and practical workshop is delivered in an efficient, effective, and timely way.

Commented [TSM1]: We should have a measured objective: like 50% of program areas are documented after completing workshop.

*Sarah Thibault, Ministry Records Officer, Records Help Team
Information Management and Strategic Initiatives, Corporate Planning and Priorities
Management Services Division, Economy Sector
Created: 2021-06-29; Revised: 2021-09-27*

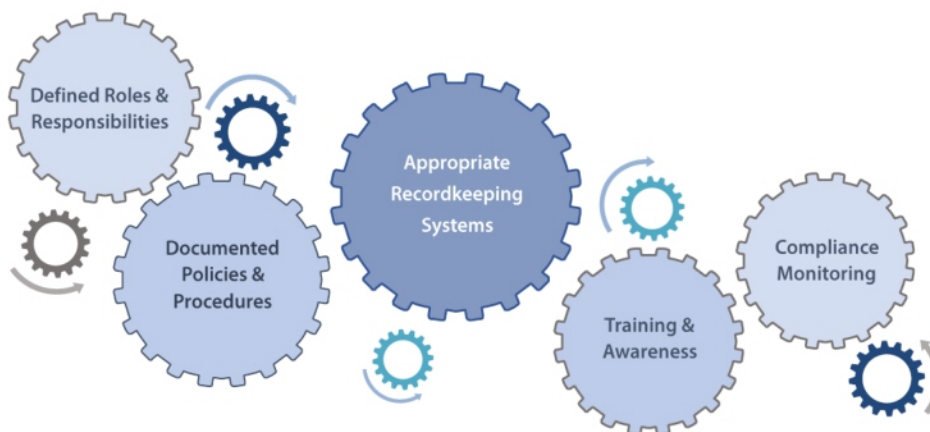
Documenting Government Decisions

2019 Gap Analysis Findings and Recommendations



Background

With the duty to document embedded in our legislation, through a CRO Directive and establishing the components of an appropriate system, BC Government has made a commitment to document government decisions (DGD).



In March 2019, Information Management and Strategic Initiative (IMSI) of the Corporate Planning and Priorities branch, held a workshop across the Economy Sector to bring awareness and educate on the DGD requirements. Following the workshop, IMSI conducted a gap analysis across the sector. The gap analysis assesses a program area's compliance with the legal obligation to document key decisions of government, identifies areas for improvement and next steps. 51 gap analysis were submitted to program areas across the sector; 26 were completed and later analyzed for findings.

Findings and Recommendations

The Economy Sector Records Help team reviewed the gap analyses and categorized three common themes using the above components of an appropriate system. The findings are common issues, and the recommendations are strategies to address these issues across the sector.

1. Defined Roles and Responsibilities: Roles and Responsibilities are not defined, and clarification is needed to ensure program areas are identified as the office of primary responsibility. Consistent approach to documenting decisions and storing information is unclear.

Recommendation

IM roles and responsibilities in the Economy Sector have been established and rolled-out: Records Management Contacts. This provides a point-of-contact for program areas to build on their internal information management support, and for the Economy Sector Record Help team to address and prioritize key issues and ongoing information management business and services. Establish a monthly newsletter to engage RM Contacts and build an awareness around information management requirements and responsibilities.

2. Documented Policies and Procedures: Operational procedures need to be documented to form a complete picture so that a person unfamiliar with the decision could be reasonably informed about the decision. Processes by which decisions are made, and the systems in which they are stored, need to be reviewed. Develop comprehensive policy, processes, and procedures.

Recommendation

Initiate the Documented Policies and Procedures Project to lead and advise program areas in meeting its obligations and compliance with documenting policies and procedures. Though business processes, policies, and procedures, may be known and practiced, not all program areas have them documented. To address this challenge, the project would be strategically delivered in three elements:

- Establish Information Management Policies and Procedures Standards for the economy sector, with a universal model approach that the standards can be applied government wide.
- Develop an Information Management Policies and Procedures Tool Kit.
- Deliver a practical workshop to inform, adopt, and document Information Management Policies and procedures.

3. Appropriate Recordkeeping Systems: Improvements to recordkeeping systems are needed to enable access and findability of records. Guidance is needed as plans are underway to establish recordkeeping systems. Processes need to be identified, and practices need to be improved to better manage records.

Recommendation

Develop a greater awareness and understand how program areas manage their records in their recordkeeping systems, by establishing a relationship between the Records Help team and the Information Systems Branch. Through executive support, build a strong and sustainable relationship with an agreed interdependence. Central to this approach is to harness a relationship through a deliberate application, rather than ad-hoc. It provides opportunities to engage at the early onset of an initiative, make connections between the right people, pool resources, secure commitment to common visions and goals, and enables collaborative outcomes and advantages.



TITLE: FOI ANALYST

CLASSIFICATION: ADMINISTRATIVE OFFICER 18

MINISTRY: MUNICIPAL AFFAIRS

JOB OVERVIEW

The FOI Analyst reports to the Manager, Information Management & Strategic Initiatives (IMSI) and works closely with Senior FOI Analyst colleagues in the Economy Sector FOI team.

The FOI Analyst responds to access and privacy requests, working to find practical and equitable solutions within the parameters of FOIPPA, and makes recommendations on the release of information and the protection of privacy for Economy Sector clients.

ACCOUNTABILITIES

Required:

- Co-ordinates and prepares pro-active disclosures in accordance with ministerial directives
- Analyses the nature and extent of information requests, making preliminary decisions, such as whether the request is within the Economy sectors' jurisdiction or if another public body has a greater interest
- Negotiates and discusses requests with IAO and sector clients to ensure requests are clearly defined, the FOI process is clearly understood, and to narrow or clarify the scope of the request
- Reviews records provided by sector clients to determine if they are within the scope of the request and to ensure that all relevant records have been provided
- Makes determinations to involve management, senior management and/or executive if there are any extraordinary issues that arise during the processing of a request
- Reviews, analyses, recommends, develops, and provides responses to access requests within specified timeframes
- Works with sector clients and IAO to anticipate complexities, gather facts, identify resource requirements, develop alternatives and coordinate a timely response
- Interprets and applies FOIPPA and other regulations and performs harms reviews, making recommendations to sever required information when needed, in accordance with statutory requirements
- Participates in joint projects and researches access policy developments, relevant OIPC orders, and past practices to assist with the development and implementation of FOI procedures in the Economy Sector
- Analyzes requests and information and makes recommendations on potential proactive release
- Maintains positive client relations by providing excellent customer service to sector clients

Career Group:

IM/IT

Job Family:

IM

Job Stream:

FOIPP

Role:

Professional

Revised Date:

Nov 2021

- Manages and organizes a large and varied caseload with competing priorities
- Carries out administrative, co-ordination, tracking and reporting functions where required

JOB REQUIREMENTS

EDUCATION AND EXPERIENCE

- Degree in Information Management, Public Administration or other directly-related discipline and **1 years'** recent and related experience* OR;
- Diploma or higher in Information Management, Public Administration or other directly related discipline and **2 years'** recent and related experience* OR;
- Secondary School Graduation and **3 years'** recent and related experience* OR;
- An equivalent combination of education/training and experience may be considered.

*Recent and related experience includes:

- Experience interpreting and applying legislation, preferably working with Freedom of Information and Protection of Privacy Act.
- Experience in negotiation, mediation, and/or conflict resolution.

Preference may be given to applicants who have one of more of the following types of experience:

- Direct experience interpreting freedom of information / privacy or similar legislation.
- Experience in managing high-volume caseloads and within tight timelines.
- Experience working in a collaborative, client-service environment.

KNOWLEDGE/SKILLS/ABILITIES

- 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.
- Knowledge of records management and procedures, including standards for filing and storage of electronic and hard-copy documents.
- Ability to work independently and as part of a team.
- Ability to prioritize and manage various tasks simultaneously.
- Strong oral and written communications skills.

PROVISO

- This position requires 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).**

Career Group:

IM/IT

Job Family:

IM

Job Stream:

FOIPP

Role:

Professional

Revised Date:

Nov 2021

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
- **Continuous Development** involves proactively taking actions to improve personal capability to meet organizational goals. It involves being willing to assess one's level of development, expertise and performance relative to one's current job, or as part of focused career planning.
- **Planning, Organizing and Coordinating** 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.
- **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.

TITLE: SENIOR FREEDOM OF INFORMATION ANALYST**CLASSIFICATION:** ADMINISTRATIVE OFFICER 21**MINISTRY:** MUNICIPAL AFFAIRS**JOB OVERVIEW**

The Senior FOI Analyst utilizes their analytical skills and expertise in interpreting legislation, to process complex access to information requests and proactive disclosures made under the Freedom of Information and Protection of Privacy Act (FOIPPA). They work collaboratively with Information Access Operations (IAO) and represent ministry clients within the Economy Sector when working with IAO or during any appeal/mediation processes involving the Office of the Information and Privacy Commissioner (OIPC). This economy sector includes the ministries of: Municipal Affairs; Tourism, Arts, Culture & Sport; Jobs, Economic Development & Innovation; and Labour.

ACCOUNTABILITIES

Required:

- Responds to complex, voluminous, high-profile FOI requests. Complex requests typically involve multiple stakeholders, entail several concurrent deadlines, have unclear risks or harm factors and may implicate several pieces of ministry specific legislation that override the FOIPPA
- Manages cross government requests to ensure legislated deadlines are adhered to and that recommendations on severing are applied consistently across sector teams
- Negotiates with the OIPC representatives to resolve outstanding reviews and represents sector clients with regard to requests for review mediated by the OIPC, between the sector Ministry, government's FOI service provider (Information Access Operations), the applicant, and legal counsel, when necessary
- Advises and educates ministry staff on legislative obligations around the duty to assist FOI applicants and adequate searches for records
- Provides guidance and advice to analysts on the interpretation and application of FOIPPA for difficult requests
- Works collaboratively with IAO, senior management, program staff and legal advisors, in order to achieve consensus relating to the disclosure or withholding of sector client records
- Participates in joint projects and researches policy developments, relevant OIPC orders, and past practices to assist with the development and implementation of FOI policy
- Researches and develops position papers on a variety of Freedom of Information and Protection of Privacy issues

Career Group:

IM/IT

Job Family:

IM

Job Stream:

FOIPP

Role:

Technical

Revised Date:

Dec 2022

JOB REQUIREMENTS

EDUCATION AND EXPERIENCE

- Degree in Information Management, Public Administration or other directly related discipline and **2** years of *experience performing analytical work; **OR**
- Diploma in Information Management, Public Administration or other directly related discipline and **3** years of *experience performing analytical work; **OR**
- An equivalent combination of education/training and experience may be considered.

*Experience performing analytical work includes:

- Experience interpreting and applying legislation and policy.
- Experience in negotiation, mediation and conflict resolution.
- Experience assessing options and providing recommendations.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the FOIPPA.
- Knowledge of the FOIPPA Policy and Procedures.
- Ability to multi-task, prioritize, and work independently to meet deadlines
- Strong written and verbal communication skills.

PROVISO

- Requires 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).**

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.
- **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.
- **Impact and Influence** is the ability to influence, persuade, or convince others to adopt a specific course of action. It involves the use of persuasive techniques, presentations or negotiation skills to achieve desired results.

Career Group:

IM/IT

Job Family:

IM

Job Stream:

FOIPP

Role:

Technical

Revised Date:

Dec 2022

- **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.
- **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.

TITLE: DIRECTOR, FREEDOM OF INFORMATION, RECORDS MANAGEMENT & STRATEGIC INITIATIVES **CLASSIFICATION:** BAND 4

MINISTRY: MUNICIPAL AFFAIRS

WORK UNIT: CORPORATE PLANNING & PRIORITIES BRANCH

SUPERVISOR TITLE: EXECUTIVE DIRECTOR

SUPERVISOR POSITION #: 00080544

JOB OVERVIEW

The Economy Sector Management Services Division (MSD) provides corporate services to the Ministries of Jobs, Economic Development and Innovation, Municipal Affairs, Labour, and Tourism, Arts, Culture & Sport.

The Corporate Planning and Priorities Branch is responsible for services to the Economy Sector that support; Corporate Reporting & Legislation, Business Planning & Risk Management, Information Management & Strategic Initiatives, Ministry Correspondence and Facilities.

The Director, Freedom of Information, Records Management & Strategic initiatives is accountable for leading all aspects of information management and information access (FOI) for the Economy Sector Ministries. The position ensures that sector ministries are aligned with strategic corporate policies, goals and objectives. In addition, the Director applies corporate performance targets and works with clients to adhere to legislative requirements and deadlines. The Director also leads strategic projects relating to information management across the sector.

The position ensures that client service levels, policy expertise and project support requirements are aligned to assist each of the Executive teams to deliver their mandates. As a member of the MSD senior management team, the Director plays a strong leadership role that actively contributes to shaping the overall strategic direction of the division.

ACCOUNTABILITIES

- Initiates, develops and implements projects and business processes relating to freedom of information initiatives and records management within the Economy Sector.
- Provides subject matter expertise and leads the management of confidential and/or sensitive information management issues including litigation related file management.
- Develops expertise in Ministry mandates and applies a strategic lens to assess information management risks across the sector. Identifies and implements strategies to mitigate and eliminate information management risks.
- Leads FOI functions for the Sector and liaises with the Information Access Office on behalf of Sector clients.
- Leads a sectoral approach to records management including project support for the implementation of corporate initiatives and liaises with the Government Records Office on behalf of Sector clients.

- Develops and implements monitoring and tracking systems to support effective reporting on FOI and records management in alignment with Ministry specific and legislative requirements.
- Provides leadership and advice to senior leaders on the application and interpretation of legislation (e.g., *Freedom of Information and Protection of Privacy Act* (FOIPPA), *Information Management Act* (IMA) etc.) regulations and/or policies related to information management and FOI.
- Builds partnerships and collaborates with a diverse network of senior leaders, internal/external stakeholders and central agency staff to facilitate the achievement of key operational goals and corporate accountabilities for client ministries to meet the objectives of government.
- Leads the development and delivery of training materials for sector clients to support FOIPPA compliance and effective information management in alignment with corporate directives.
- Recommends responses and ministry specific approaches to government policies and the administration of information management legislation and regulations.
- Leads a team of professional staff and manages the development of work plans, training goals, performance planning & evaluation, approval of leave, grievances and discipline.
- Works directly with the EFOs/Assistant Deputy Ministers on priority projects as required and acts for the Executive Director, Corporate Planning and Priorities Branch as required.

JOB REQUIREMENTS

EDUCATION & EXPERIENCE:

- Completion of a related university degree (e.g., Library & information Studies, Archival Studies, information management, business administration, public administration) or other related field plus two (2) years of related experience. An equivalent combination of education and experience may be accepted.

Related experience must include:

- Experience leading business development, business process or business transformation projects;
- Experience supporting a diverse range of clients in a customer service or central corporate services/central agency environment;
- Experience working with information management legislation in British Columbia including FOIPPA;
- Experience identifying and evaluating information management risks in a public service environment;
- Experience managing confidential issues with tact and diplomacy;
- Experience developing and delivering training related to information management; and
- One (1) year of experience leading a professional team.

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**).

BEHAVIOURAL COMPETENCIES

- **Leadership:** A desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The “team” should be understood broadly as any group with which the person interacts regularly.
- **Results Orientation:** 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 willingness to move forward despite ambiguity.
- **Service Focus:** A desire to identify and serve customers/clients, who may include the public, colleagues, partners co-workers, peers, branches, ministries/agencies and other government organizations and focusing one's efforts on anticipating, discovering and meeting the needs of such clients.
- **Strategic Orientation:** The ability to link long-range visions/concepts to daily work, ranging from a simple understanding to a sophisticated awareness of the impact of the world at large on strategies/on choices.
- **Communicating Effectively** involves good presentation skills (verbal and written), careful listening, problem framing and use of presentation technologies.
- **Impact and Influence** is the ability to influence, persuade, or convince others to adopt a specific course of action. It involves the use of persuasive techniques, presentations or negotiation skills to achieve desired results.
- **Creating and Managing Change** involves knowledge and skills to manage in the organization through setting direction and urgency, building a coalition of support, communicating widely, handling resistance to change and facilitating implementation of successful change actions.
- **Solving Problems Creatively** involves knowledge and skills in fostering creative problem solving in the organization through critical reflection, problem analysis, risk assessment and rewarding innovation.



TITLE: MINISTRY RECORDS OFFICER

CLASSIFICATION: ADMINISTRATIVE OFFICER 24

Ministry: Municipal Affairs

Work Unit: Corporate Planning and Priorities Branch/Information Mgt and Strategic Initiatives

Supervisor Title: Manager, Information Management and Strategic Initiatives

Supervisor Position #: 00110659

JOB OVERVIEW

The Ministry Records Officer (MRO) coordinates and communicates between staff assigned to records management in the four ministries that make up the Economy Sector: Ministry of Municipal Affairs, Ministry of Jobs Economic Development and Innovation, Ministry of Labour and Ministry of Tourism, Arts, Culture and Sport. This position also provides operational IM direction and advice to all levels of the ministry, including taking a leadership role in the definition and delivery of information management projects. In addition, this role provides strategic support so sector ministries can meet their Information Management (IM) requirements under legislation and policy (e.g., creation, classification, retrieval, digitization, metadata, retention and disposition) and can achieve their business objectives. The MRO brings awareness to the changing landscape of recorded information management, including the challenges of primarily electronic information management and what solutions are appropriate to those challenges. This position is a subject matter expert for the ministry and bridges the worlds of information technology and program information management. With significant changes in legislation, the need for stronger information management accountability, as well as technological shifts, those in this position must bring a strong change management component to the role. The MRO is an integral member of the Economy Sector Records Help team which is made up of dedicated information professionals supporting the Sector and the position also works closely with information management stakeholders across government.

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 client 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.

Career Group:

IM/IT

Job Family:

Information Management

Job Stream:

Records

Role:

Professional

Revised Date:

Feb 2023

- 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.

JOB REQUIREMENTS

Education and Experience

- University degree in archival studies or information management and 3 years of related progressive records management experience, or an equivalent combination of education/training and experience may be considered.
- At least 2 years experience managing client relations including providing expert information management advice.
- At least 2 years experience drafting, interpreting, and applying legislation, policy, or procedures related to information management.
- Experience researching, analyzing or providing advice regarding digital information management.
- Preference may be given to applicants with direct experience participating in an information schedule development or implementation project.
- Preference may be given to applicants with direct experience with EDRMS CM.
- Preference may be given to applicants with direct experience supervising staff.
- Preference may be given to applicants with experience as a project manager.

Knowledge, Skills and Abilities

- Knowledge of the Information Management Act and related policies and procedures.
 - Knowledge of current records management and information management technology, standards and best practices.
 - Knowledge of the Freedom of Information and Protection of Privacy Act.
 - Preferred knowledge of government structure, mandates and programs, and policies.
 - Ability to prepare and present briefings, proposals and presentations to all levels of government.
 - Ability to research, analyze or provide advice regarding digital records management.
 - Strong ability to demonstrate tact, discretion, and sensitivity when dealing with clients, stakeholders, sensitive situations and confidential material.
 - Ability to multitask, prioritize, and work independently, to meet deadlines.
 - Ability to deliver presentations and training.
 - Strong written and verbal communication skills.
 - Preferred knowledge of project management principles
-
- 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

Career Group:

IM/IT

Job Family:

Information Management

Job Stream:

Records

Role:

Professional

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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

- **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.
- **Decisive Insight** combines the ability to draw on one's own experience, knowledge and training and effectively problem-solve increasingly difficult and complex situations. It involves breaking down problems, tracing implications and recognizing patterns and connections that are not obviously related. It translates into identifying underlying issues and making the best decisions at the most appropriate time. At higher levels, the parameters upon which to base the decision become increasingly complex and ambiguous and call upon novel ways to think through issues.
- **Expertise** includes the motivation to expand and use technical knowledge or to distribute work-related information to others.
- **Planning, Organizing and Coordinating** 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 the organization's mandate.
- **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). Thus, a unique accomplishment also indicates a Results Orientation.
- **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.
- **Sustained Learning and Development** means continually increasing your ability to build and maintain respectful and effective relationships with Indigenous people. Central to this competency is appreciating that there are many other cultural understandings of knowledge and ways of working that have legitimacy and deserve respect—and therefore require our continual learning and development, including direct exposure to cultural and community ways. It includes an eagerness to continually reflect upon and assess your own level of cultural agility and competence, self-awareness and expertise. It means being willing to learn in new and different ways and appreciating how diverse ways of thinking and acting can ensure the success of the BC Public Service in supporting Indigenous self-determination.

TITLE: MANAGER, INFORMATION MANAGEMENT AND STRATEGIC INITIATIVES**CLASSIFICATION:** BUSINESS LEADERSHIP**MINISTRY:** COMMUNITY, SPORT AND CULTURAL DEVELOPMENT**WORK UNIT:** FINANCE AND ADMINISTRATIVE
SERVICES BRANCH**SUPERVISOR TITLE:** DIRECTOR, INFORMATION MANAGEMENT AND
STRATEGIC INITIATIVES, MANAGEMENT SERVICES DIVISION**SUPERVISOR POSITION #:** 36681

JOB OVERVIEW

The Management Services Division provides corporate support to the Economy Sector Ministries of Jobs, Tourism and Skills Training, International Trade, and Community, Sport and Cultural Development. Support services for Destination BC, Audit Council of BC, and the Office of Provincial Athletic Commissioner also fall under the Division's responsibility. Management Services Division's vision is to be recognized by its clients as a centre of excellence in the provision of strategic financial, information management, information system and human resource advice and services.

The Information Management and Strategic Initiatives (IMSI) unit leads corporate work in areas of strategic planning and implementation, performance management, issues management, risk management, and quality review of concurrent client projects primarily relating to information access (Freedom of Information), and records and information management for the Economy Sector.

Reporting to the IMSI Director, the Manager, Information Management and Strategic Initiatives oversees daily operations associated with the effective delivery of information access and information management services for multiple sector clients. This includes the direct oversight of Freedom of Information and Protection of Privacy (FOIPPA) functions, records management and the planning and delivery of related information management projects and initiatives across the Economy Sector. The Manager position directly supports the IMSI Director in achieving strategic goals, objectives and performance targets, adhering to rigid time schedules (legislative and otherwise), and coordinating timely completion of projects and assignments in accordance with ministry-internal and government approved standards. This position exercises independence and discretion in managing a high volume of FOIPPA request files and concurrent assignments, and provides a critical leadership role within the business unit, as well as to the Economy Sector client group.

Position Links:

- Economy Sector Clients – is a critical contact for the Economy Sector clients for information management requests, projects, issues and outcomes.
- Ministry Communications/GCPE – provides key information to Communications staff with respect to ministry information access requests, projects or initiatives.
- Ministry of Technology, Innovation and Citizens' Services – liaises with and functions as a key contact for Economy Sector clients with respect to administrative and information management projects and other related assignments.

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Job Family:

Job Stream:

Role:

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- Other Ministries – liaises with and exchanges information in accordance with project and legislative requirements, and collaborates with other ministries on projects and initiatives having a cross-government interest or impact.

ACCOUNTABILITIES

- Manages and administers Freedom of Information and Protection of Privacy (information access) requests, responses and consultation functions for the Economy Sector clients and stakeholders.
- Interprets and administers applicable acts and regulations (e.g. FOIPPA, DDA) to ensure compliance with ministry and government policies, procedures and standards and mitigate risks.
- Develops and maintains critical client and stakeholder (internal and external) relationships to achieve objectives.
- Provides tactical advice and expertise to Economy Sector clients, including senior staff, on the application of FOIPPA legislation and the impacts to client responses.
- Acts in the capacity of the Director, Information Management and Strategic Initiatives, as and when required
- Develops a good understanding of client operations and takes appropriate action on complex or potentially sensitive projects, files or issues relating to information access.
- Manages processes associated with Office of the Information and Privacy Commissioner (OIPC) reviews of complaints, litigation record searches and Ombudsman investigations, as applicable.
- In consultation with the Director, IMSI, provides leadership in terms of FOIPPA and information management initiatives, including policy and procedure development, training, and education dissemination opportunities.
- Leads or represents the Information Management and Strategic Initiatives (IMSI) unit on ministry and inter-ministry committees, working groups and initiatives, as required.
- Manages various information management, information access, and administrative projects, as required.
- Develops, communicates and implements relevant standards, systems, methodologies, models (i.e. LEAN), procedures, tools and examples for use in projects and initiatives, as required.
- Mentors and provides leadership, advice and direction to IMSI staff, including assigning, monitoring, prioritizing and reviewing work, as applicable.
- Oversees quality assurance of the work unit to ensure the quality and integrity of products and deliverables.
- Conducts applicable research and develops reports, as required.

JOB REQUIREMENTS

- Degree in Library and Information Studies, Information Management, Archival Studies, Business or Public Administration, Education, or an equivalent combination of education and related experience.
- Experience in project management.
- Experience with a government LEAN initiative or project.
- Experience in supervision and facilitation of related training.
- In-depth knowledge and demonstrated experience in the application of the Freedom of Information and Protection of Privacy Act (FOIPPA).

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Job Stream:

Role:

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- Understanding of applicable information management legislation (Document Disposal Act) and government standards for records management.
- Experience in providing services to multiple clients having a diverse range of program portfolios, in a customer service environment. *Preference may be given to individuals that have direct experience with supporting the Economy Sector ministries.*
- Demonstrated experience establishing and maintaining positive and collaborative relationships within client organizations and across government.
- Experience in managing a diverse and fluctuating workload.
- 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).**

BEHAVIORAL COMPETENCIES

- **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.
- **Service Focus** is a desire to identify and serve customers/clients, who may include the public, colleagues, partners, co-workers, peers, branches, ministries/agencies and other government organizations and focusing one's efforts on anticipating, discovering and meeting the needs of such clients.
- **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. The behaviour ranges from adapting widely used approaches to developing entirely new value-added solutions.
- **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, compare the various aspects of a problem or situation, and determine cause-and-effect relationships ("if...then...") and anticipate emerging issues/changing context and develop strategies quickly to solve problems or seize opportunities in a sound, decisive manner. This includes checks to ensure the validity or accuracy of all information.
- **Communicating Effectively** involves strong written and oral communication skills, careful listening, effective problem framing, tact and diplomacy.

TITLE: RECORDS ANALYST**CLASSIFICATION: ADMINISTRATIVE OFFICER 15****MINISTRY: MUNICIPAL AFFAIRS****BRANCH: CORPORATE PLANNING AND PRIORITIES****DIVISION: MANAGEMENT SERVICES DIVISION****BRANCH OVERVIEW**

This position works with the Information Management and Strategic Initiatives work unit which is part of the Management Services Division and a shared resource for the Economy Sector. This position supports records management for the Economy Sector: Ministry of Municipal Affairs; Ministry of Jobs, Economic Development and Innovation; Ministry of Labour; and Ministry of Tourism, Arts, Culture and Sport. The Records Analyst reports to the Manager, Information Management and Strategic Initiatives.

POSITION OVERVIEW

Provide recorded information management support and advice to a large and diverse client base, ensuring that information assets are managed effectively in accordance with their value and as required by legislation, policy, standards, and procedures.

ACCOUNTABILITIES

Required:

- Reduces or eliminates inventory of unclassified and/or unscheduled records by determining classification, applying approved retention schedules, and completing schedule or destruction forms.
- Identifies gaps during classification of unscheduled records and analyzes information and records to determine retention scheduling requirements and proposes the creation of new primary and secondary classifications.
- Conducts compliance and technical reviews regarding classification and security of records and recommends changes to manager and clients regarding physical and procedural security.
- Provides advice to clients on the application of retention and disposition schedules and records management policy and procedures.
- Analyzes accession files and provides recommendations to the Records Officer as required and drafts transfer agreements, ensuring compliance with legislation and policy.
- Determines ownership of records when programs are eliminated, changed, or moved to different organizations; drafts transfer agreements with new custodial agency and ensures transfer of legal custody and transfer of records in compliance with legislation and policy and recommends that ownership of information is updated in corporate systems.

Career Group:

IM/IT

Job Family:

Information Management

Job Stream:

Records

Role:

Technical

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- Provides information management advice for systems projects; analyzes information systems and drafts ISOs (Information Systems Overviews) to ensure electronic documents meet the requirements of related records management legislation and standards.
- Participates and/or assists in the development and delivery of records management training.
- Provides advice and assistance to clients to support the successful implementation or enhancement of Enterprise Document and Records management systems (e.g., EDRMS CM) in client organizations.

JOB REQUIREMENTS

EDUCATION & EXPERIENCE

- Grade 12 graduation or equivalent (GED) and one (1) year of *related experience.
- Successful completion of courses in records management or equivalent.

***Related experience must include all the following:**

- Experience working in a client services environment.
- Experience working with standard office software, email and calendar systems.
- Experience working in information management, such as: records management, archives, library, or other information management fields.
- Experience using information management applications, for example: electronic document management system, library system, digital asset management system, or database and library tool.

Preference may be given to applicants with:

- Three (3) years of *related experience.
- Experience working with EDRMS CM with an “Information Worker” role.
- One (1) year experience providing training.
- One (1) year experience providing presentations.

PROVISOS

- Ability to lift boxes weighing up to 25 pounds and carry them for short distances.

SKILLS, KNOWLEDGE, AND ABILITIES

- Knowledge of legislation, policies and procedures related to the collection, use and disclosure of information.
- Knowledge applying records management principles, methodologies, operations, and procedures.
- Working knowledge of information systems and databases.
- Proficient skills and abilities to use Microsoft Word, Excel, and Outlook.
- Abilities and skills to communicate in a clear and professional manner.

Career Group:

IM/IT

Job Family:

Information Management

Job Stream:

Records

Role:

Technical

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SECURITY SCREENING

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

- **Continuous Development** involves proactively taking actions to improve personal capability to meet organizational goals. It involves being willing to assess one's level of development, expertise and performance relative to one's current job, or as part of focused career planning.
- **Decisive Insight** combines the ability to draw on one's own experience, knowledge and training and effectively problem-solve increasingly difficult and complex situations. It involves breaking down problems, tracing implications and recognizing patterns and connections that are not obviously related. It translates into identifying underlying issues and making the best decisions at the most appropriate time. At higher levels, the parameters upon which to base the decision become increasingly complex and ambiguous and call upon novel ways to think through issues.
- **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). Thus, a unique accomplishment also indicates a Results Orientation
- **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

- **Self-discovery and Awareness** means understanding one's thoughts, feelings, values and background and how they impact the success of the interaction and relationship, or how they may influence one's work. It is recognizing one's own biases by tracing them to their origins, through reflection and by noticing one's own behaviour—and then intentionally seeking a way forward that positively impacts the interaction and relationship. It means maintaining new ways of thinking and acting when situations become difficult or uncertain, or in times of urgency.

TITLE: MANAGER, Information Management & Strategic Initiatives**CLASSIFICATION:** BAND3**MINISTRY:** Ministry of Municipal Affairs and Housing**Supervisor Title:** Director, Information Management & Strategic Initiatives, Management Services Division**CONTEXT**

This position works with the Information Management and Strategic Initiatives (IMSI) work unit which is part of the Management Services Division and a shared resource for the Economy Sector. This position provides corporate Freedom of Information (FOI) support for the Economy Sector client group: Ministry of Municipal Affairs and Housing; Ministry of Jobs, Trade and Technology; Ministry of Labour; Ministry of Tourism, Arts and Culture; Destination BC; and Office of the Auditor General for Local Government. The *Freedom of Information and Protection of Privacy Act* (FOIPPA) enables the public to request and obtain copies of records held by B.C. government ministries or the Office of the Premier, when those records are not routinely available. This position plays a lead role in ensuring the Economy Sector client group meets its legislated responsibilities with regard to the FOIPPA and Open Information. This includes working with Information Access Operations (IAO - government's central FOI branch), working with Economy Sector clients to ensure consistency and compliance with FOI requirements, and liaising with Legal Services Branch and the Office of the Information and Privacy Commissioner through IAO where necessary.

JOB OVERVIEW

This position is a leadership role involving responsibility for managing, planning and providing direction in the operational delivery of FOI services for the Economy sector client group. This includes client service management; providing authoritative advice, interpretation, and/or consultation while leading a team of FOI Analysts who provide FOI services; being an escalation point and liaison between the client group and IAO on FOI requests and OIPC reviews/complaints; and, being a liaison between the client group, IAO and LSB with respect to the provision of legal advice related to FOI matters.

ACCOUNTABILITIES**Required:**

- Manages operational resources and provides strategic direction in the effective and efficient delivery of access to information services for the Economy sector client group
- Develops long-term strategies, anticipates resource requirements and manages the development and implementation of operational plans consistent with Economy sector goals, objectives and guidelines
- Analyzes and identifies FOI issues, assesses competing and/or conflicting priorities, identifies risks

Career Group:

IM/IT

Job Family:

IM

Job Stream:

FOIPP

Role:

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and issues, and recommends strategic policy alternatives or significant changes to operations

- Develops and maintains a broad range of stakeholder relationships to ensure FOI best practices are implemented consistently across the Economy Sector client group and that contentious and complex FOI issues are resolved successfully
- Leads and promotes the development, implementation and prioritization of business analysis strategies, including analyzing business impact, determining key priorities, and developing process improvement plans
- Provides leadership on major FOI projects for high profile public incidents that are subject to critical scrutiny by media, organizations, or other public bodies
- Oversees program evaluations to ensure efficiency, effectiveness and consistency and develops methods to evaluate resource optimization, productivity rates, service delivery and impacts of business process changes
- Supervises staff including assignment of work, development and evaluation of performance plans, approval of leave, response to grievances and initiation of discipline processes
- Oversees the development and implementation of improvements to procedures, methods and work systems, and recommends major process enhancements to senior management to address operational weaknesses and enhance service delivery
- Leads and coordinates a wide range of intra-Ministry committees on FOI issues, with a view to seeking common ground and consensus among groups representing different goals, priorities and agendas
- Reviews Office of the Information and Privacy Commissioner (OIPC) Orders and judicial reviews, engages legal services when necessary, and adjusts operational policies to ensure service delivery is in accordance with legal mandates and best practices

JOB REQUIREMENTS

- Degree in public administration, business administration, law, economics, social sciences, or in a related field, and extensive recent, related experience as indicated below. An equivalent combination of education and experience may be considered.
- Minimum of 3 years of experience providing Access to Information/Freedom of Information and Protection of Privacy services.
- Minimum of 3 years of experience interpreting and administering FOI legislation and providing advice on policy, procedures and guidelines.
- Minimum of 2 years of experience establishing and maintaining effective working relationships with a variety of organizations and stakeholders.
- Minimum of 2 years of experience managing a portfolio of clients in a customer service environment with ability to use tact, diplomacy and sensitivity in handling confidential information when dealing with the public and Ministry staff.

Preference may be given to applicants who have one or more of the following:

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- Experience leading projects or project teams.
- Experience facilitating change management.
- 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).

BEHAVIOURAL COMPETENCIES

- **Business Acumen** is the ability to understand the business implications of decisions and the ability to strive to improve organizational performance. It requires an awareness of business issues, processes and outcomes as they impact the client's and the organization's business needs.
- **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.
- **Leadership** implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The "team" here should be understood broadly as any group with which the person interacts regularly.
- **Managing Organizational Resources** is the ability to understand and effectively manage organizational resources (e.g. People, materials, assets, budgets). This is demonstrated through measurement, planning and control of resources to maximize results. It requires an evaluation of qualitative (e.g., client satisfaction) and quantitative (e.g., service costs) needs.
- **Engaging External Partners** identifies and involves external stakeholders in order to foster long term partnerships.

Career Group:

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IM

Job Stream:

FOIPP

Role:

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