



TITLE: TEAM LEAD, INFORMATION AND RECORDS MANAGEMENT

CLASSIFICATION: ADMINISTRATIVE OFFICER 21

MINISTRY: ENVIRONMENT AND CLIMATE CHANGE STRATEGY

WORK UNIT: DEPUTY MINISTER'S OFFICE

SUPERVISOR TITLE: MANAGER, EXECUTIVE OPERATIONS

SUPERVISOR POSITION #: 00039477

PROGRAM

The Ministry of Environment and Climate Change Strategy is responsible for the effective protection, management and conservation of BC's water, land, air and living resources. It leads work on climate preparedness and adaptation and leads plans to meet greenhouse gas reduction targets.

The ministry's Information and Records Management team is a busy and dynamic team who work together to serve the ministry with Freedom of Information (FOI) requests, litigation document discovery (LDD) and Records Management (RM) assistance. In addition to leadership expertise, communications, organization and prioritizing skills are essential for success.

JOB OVERVIEW

This position reports to the Manager, Executive Operations, and is the Team Lead for the ministry's Information and Records Management Team. This position is responsible for administering and providing leadership across the ministry in Records Management (RM), Litigation Document Discovery (LDD) and the Freedom of Information and Protection of Privacy (FOIPPA) program for the ministry. The position works closely with the Ministry of Citizen Services staff, executive and political offices, and program staff. The position is responsible for designing and delivery training to ministry staff on FOI, LDD and RM.

ACCOUNTABILITIES

- Administer the FOI, LDD and RM program within the ministry, including managing large information management projects and initiatives, implementing leading workplace strategies involving records management, and advising Executive on sensitive and complex matters.
- Manages and provides recommendations on multiple ministry requests in order to identify harms and sensitivities, including cabinet confidences, legal advice, and disclosure of personal information, ensures legislated deadlines are adhered to and that recommendations on severing are applied consistently, and on behalf of the ministry works with Information Access Operations in negotiating with the Office of the Information and Privacy Commissioner to resolve inquiries, reviews, and complaints.
- Performs periodic compliance audits, investigates and reports on policy breaches, and recommends remedial actions.
- Develops and enforces strategies, methods and standards to ensure records are protected according to legislative requirements.
- Assesses corporate information and training needs, develops materials and provides advisory and training services.

Career Group:

IM/IT

Job Family:

IM

Job Stream:

FOIPP

Role:

Technical; Leadership and Supervisory

Revised Date:

March 21, 2016

- Provides advice, training, and guidance to ministry staff regarding policy, procedures and practices as an FOIPPA expert to improve operations and enhance service delivery.
- Ensures the ministry is in compliance with the *Information Management Act* (IMA), and applies methods and standards to ensure records (digital, electronic, born digital and physical) are protected according to legislative requirements throughout the entire lifecycle of the record from creation to final disposition. This includes metadata. Analyze and appraise government information assets to determine their ongoing corporate value.
- Main point of contact between the ministry and the Government Records Service (GRS) for records management, Information Access Operations (IAO) for Freedom of Information requests and Legal Services Branch (LSB) for litigation document discovery.
- Review, 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.
- Directs ministry responses to requests for review or complaints made to the Office of the Information and Privacy Commissioner (OIPC).
- Provides advice and support for integrating electronic records systems with line-of-business applications and responds to user concerns.
- Responds to complex, voluminous, sensitive and escalated FOI requests and recommends appropriate response. Complex requests typically involve multiple stakeholders and have unclear risks or harm factors complicating FOIPPA review.
- Reconciles and manages costs associated with the storage of records during their active and semi-active retention, approximately 200K per year.
- Provides recommendations, updates and briefing material to senior Executive both in writing and orally on matters relating to FOI, LDD and RM.
- Supervises staff including assignment of work, development and evaluation of performance plans and approval of leave.

JOB REQUIREMENTS:

Education and experience:

- Completion of a university degree in a related discipline, such as public administration, business administration, library sciences, archival studies, law, or information management, and a minimum of 2 years of related experience; OR, an equivalent combination of education and related experience.
 - Related experience includes two or more of the following:
 - Experience in using and applying classification systems and retention schedules to manage electronic and physical records through a records management lifecycle.
 - Experience using an electronic database records management systems.

Career Group:

IM/IT

Job Family:

IM

Job Stream:

FOIPP

Role:

Technical; Leadership and Supervisory

Revised Date:

March 21, 2016

- Experience interpreting and applying the Freedom of Information and Protection of Privacy Act (FOIPPA).
- Experience managing highly confidential information.
- Experience developing, managing, and implementing information management projects and/or initiatives.
- Experience in interpreting and applying legislation and policy.
- Preference may be given to the following:
 - Experience writing and preparing briefing material (oral and written) and/or training material.
 - One (1) year general financial experience (accounts payable, reconciliations, budgeting)
 - Experience using EDRMS Content Manager
 - Experience using Administrative Records Classification System (ARCS) or Operational Records Classification System (ORCS)
 - One (1) year of experience supervising staff, including training staff, assigning work, appraising performance, etc.

Knowledge, Skills and Abilities:

- Knowledge of the Information Management Act (IMA) and the Freedom of Information and Protection of Privacy Act (FOIPPA), and other policies and procedures related to the creation, collection, use, sharing/disclosure, maintenance and safekeeping, of information.
- Ability to provide and obtain clear and concise oral and written information.
- Ability to use tact and discretion.
- Ability to lead on large projects or initiatives
- Demonstrated ability to use tact, discretion, and sensitivity when dealing with clients, stakeholders, sensitive situations and confidential material.
- Ability to mentor and supervise/manage staff.
- Proficiency with MS Office.

BEHAVIOURAL COMPETENCIES

- **Expertise** includes the motivation to expand and use technical knowledge or to distribute work-related knowledge to others.
- **Analytical** 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 to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.
- **Change Leadership** is championing the achievement of intended, real change that meets the enduring vision of Aboriginal self-determination in British Columbia. It involves collaboratively developing and implementing ideas to achieve positive change from anywhere in the BC Public Service. The change leader learns from other leaders and elders, models the vision, and encourages members of the public service to commit to and champion the vision. The change leader inspires others into new ways of

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IM/IT

Job Family:

IM

Job Stream:

FOIPP

Role:

Technical; Leadership and Supervisory

Revised Date:

March 21, 2016

thinking and doing business. The change leader routinely energizes the change process and removes barriers to change.

- **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.
- **Self Confidence** is a belief in one's own capability to accomplish a task and select an effective approach to a task or problem. This includes confidence in one's ability as expressed in increasingly challenging circumstances and confidence in one's decision or opinions.
- **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.
- **Teamwork and Cooperation** 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.
- **Innovation** indicates an effort to improve performance by doing or promoting new things, such as introducing a previously unknown or untried solution or procedure to the specific area or organization.
- **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.

Career Group:

IM/IT

Job Family:

IM

Job Stream:

FOIPP

Role:

Technical; Leadership and
Supervisory

Revised Date:

March 21, 2016

TITLE: MINISTRY RECORDS ANALYST**CLASSIFICATION: ADMINISTRATIVE OFFICER 15****MINISTRY: ENVIRONMENT AND CLIMATE CHANGE STRATEGY****BRANCH: DEPUTY MINISTER'S OFFICE****SUPERVISOR: TEAM LEAD, INFORMATION AND RECORDS MANAGEMENT****SUPERIOR POSITION NUMBER: 00039479****THE MINISTRY**

The Ministry of Environment and Climate Change Strategy is responsible for the protection, management and conservation of British Columbia's water, land, air and living resources. It administers the province's parks and protected areas; monitors and enforces compliance with environmental laws and regulations; manages discharges to the environment from human activities; and protects B.C.'s biodiversity, ecosystems, native species and natural habitats.

WORK UNIT

The Information and Records Management Team (IRMT) serves the entire Ministry of Environment and Climate Change Strategy with Freedom of Information (FOI) requests, litigation document discovery (LDD) and Records Management (RM) assistance.

JOB OVERVIEW

To provide support, guidance and training to client staff in information management practices and standards for manual and automated records.

ACCOUNTABILITIES

- Provides advice and guidance to client business units on the effective management of information in all formats; responds to issues and queries on the creation, retention, retrieval and destruction of records and data.
- Reviews applications from client business units for the storage and destruction of information, ensuring that policy and procedures have been followed.
- Analyzes client operational needs and determines retention and disposition requirements to cover new operational activities or programs.
- Recommends changes to records classification systems resulting from program changes.
- Reviews government records management policies and procedures to ensure client compliance.
- Develops and delivers information management training including developing and maintaining user manuals.
- Provides records management expertise for information management systems projects to ensure the identification, organization, retrieval and maintenance of information resources.

Career Group:

IM/IT

Job Family:

Information Management

Job Stream:

Records Management

Role:

Technical

Revised Date:

June 2011

- Develops 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, scheduling systems maintenance or assisting with the design and coordination of user acceptance testing.

JOB REQUIREMENTS

- Grade 12 graduation or equivalent (GED) and one (1) year of related experience.
- Courses in records management or equivalent.
- Related experience must include two or more of the following:
 - Experience in using and applying classification systems and retention schedules to manage electronic and physical records through a records management lifecycle.
 - Experience developing and/or delivering information management training including developing and maintaining user manuals.
 - Experience providing information management support to a large public sector organization or equivalent.
 - Experience responding to issues and queries on the creation, retention, retrieval and destruction of records and data.
- Experience in using and applying classification systems and retention schedules to manage electronic and physical records through a records management lifecycle.
- Experience using an electronic database records management systems.

Preference may be given to candidates with the following experience:

- Experience using Enterprise Document and Records Management System (EDRMS) Content Manager or similar system to manage physical and electronic records.
- Experience using Administrative Records Classification System (ARCS) or Operational Records Classification System (ORCS).
- Experience working with government records systems such as CLIFF or eApprovals.
- Experience working with highly confidential and sensitive issues.

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:

Information Management

Job Stream:

Records Management

Role:

Technical

Revised Date:

June 2011

BEHAVIOURAL COMPETENCIES

- **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.
- **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.
- **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

- **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.

TITLE: RECORDS & INFORMATION MANAGEMENT TECHNICIAN **CLASSIFICATION:** CLERK R12

MINISTRY: ENVIRONMENT AND CLIMATE CHANGE STRATEGY **BRANCH:** DEPUTY MINISTER'S OFFICE

SUPERVISOR: TEAM LEAD, INFORMATION AND RECORDS MANAGEMENT

THE MINISTRY

The Ministry of Environment and Climate Change Strategy is responsible for the protection, management and conservation of British Columbia's water, land, air and living resources. It administers the province's parks and protected areas; monitors and enforces compliance with environmental laws and regulations; manages discharges to the environment from human activities; and protects B.C.'s biodiversity, ecosystems, native species and natural habitats.

WORK UNIT

The Information and Records Management Team (IRMT) serves the entire Ministry of Environment and Climate Change Strategy with Freedom of Information (FOI) requests, litigation document discovery (LDD) and Records Management (RM) assistance.

JOB OVERVIEW

As the Records & Information Management Technician, you will provide records and information management and related project support services to the Ministry.

ACCOUNTABILITIES

- Provides records and information management coordination and advisory services to divisions as per the Information Management Act (IMA) (e.g., updates ministry records custodians on legislative, policy and procedural requirements).
- Responds as point of contact for Freedom of Information and Privacy Protection Act (FOIPPA) and litigation requests and coordinates searches for and submissions of responsive records and documents.
- Provides advice for the application and interpretation of FOIPPA, including technical advice on document duplication and retrieval, record disclosure and non-disclosure and harms identification.
- Tracks statistics on records management and FOI performance; identifies and summarizes issues and reports out to Team Lead.
- Creates, consolidates and deletes records as required; and arranges for off-site storage and disposal in accordance with information management standards and schedules.
- Searches, retrieves and delivers information and records from manual and electronic storage.
- Provides technical support and advice on ministry and government records systems such as ARCS, ORCS and EDRMS Content Manager.

- Develops and maintains interagency and cross-government network of contacts involved in project activities.
- Exercises tact and independent judgment in dealing with confidential data and security issues that may have public or legal consequences.

JOB REQUIREMENTS

- Secondary school graduation or equivalent.
- Minimum two (2) years' experience providing administrative support services.
- Experience in interpreting and applying legislation and policy.
- Experience related to records management, freedom of information, privacy, or information management.

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

- Experience working with government records systems such as ARCS, ORCS, CLIFF and EDRMS Content Manager.
- Experience working with highly confidential and sensitive issues.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the Freedom of Information and Protection of Privacy Act (FOIPPA), Information Management Act (IMA) and other policies and procedures related to the collection, use and disclosure of information.
- Knowledge of records management principles, theories, systems and procedures including government records management policies and procedures.
- Excellent written and oral communication skills.
- Ability to work in a fast-paced, dynamic work environment, with competing priorities and shifting deadlines.

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**).

BEHAVIOURAL COMPETENCIES

- **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.

Career Group:

Administrative Services

Job Family:

Administrative Support

Job Stream:

Role:

Admin/Operational

Revised Date:

September 17, 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.
- **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.
- **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.
- **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.

INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCY

- **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.