

TITLE: RECORDS CLERK**CLASSIFICATION: CLERK 9****MINISTRY: SOCIAL DEVELOPMENT & POVERTY REDUCTION****WORK UNIT: ASSISTANT DEPUTY MINISTER'S OFFICE****SUPERVISOR TITLE: OFFICE ADMINISTRATOR****SUPERVISOR POSITION #: 00022668****MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION**

The Ministry of Social Development and Poverty Reduction is proud to be an equal opportunity employer; we strive to ensure all employees contribute in meaningful ways, bring their full self to work and celebrate their differences. The Ministry focuses on reducing poverty, creating opportunities, and increasing inclusion. The ministry provides strategic leadership and quality services that empower British Columbians to share in the province's prosperity, with a vision to participate fully in their community and to reach their full potential.

DIVISION

The **Research, Innovation and Policy Division** provides research, policy and legislation support to the ministry, enabling the successful delivery of services to improve the lives of British Columbians. The division leads the government on the Poverty Reduction Strategy, and aids in poverty reduction and disability initiatives across government.

JOB OVERVIEW

The Records Clerk provides records management support, coordination and advisory services to the division. This role oversees the organization and maintenance of RIPD's filing structure for electronic records on the LAN and the documentation of physical records in EDRMS Content Manager, ensuring compliance with ARCS and ORCS. The Records Clerk position is accountable for ensuring the proper storage, retrieval and disposal of the Division's records in accordance with retention schedules; this includes maintaining inventory lists and related access authorization documentation for records in off-site storage facilities, searching and retrieving information and files from manual and electronic storage, verifying completeness of records and arranging the storage and disposal of semi-active records. As needed, the position creates, consolidates and closes files, including identifying and classifying material into files by function, subject and property and integrating files into filing systems and databases.

This position is also responsible for providing user support and advice regarding the management of automated records management systems, as well as assisting with the implementation of any new records management systems. The Records Clerk provides advice, assistance and training—both formal and informal—to staff on establishing and maintaining records management systems, and acts as a key resource and point of contact able to explain the policies, procedures and regulations governing records management and resolve filing issues.

ACCOUNTABILITIES

- Identifies and classifies material into files by function, subject and property and integrates into filing systems and databases.
- Verifies completeness of files prior to storing.
- Creates, consolidates and deletes files as required; and arranges for off-site storage and disposal of records in accordance with records management standards and schedules.
- Searches, retrieves and delivers information and files from manual and electronic storage.
- Provides advice, assistance and formal/informal training to staff on establishing and maintaining records management systems.
- Explains governing records management policies and regulations and resolves filing problems.
- Prepares reports on records management statistics.

JOB REQUIREMENTS

Required Education and Experience:

- Secondary school graduation or equivalent.
- Knowledge or experience in records management.
- Experience working in an office setting.

Preference may be given to applicants with the following experience:

- Knowledge of Government Records Management practices (ARCS/ORCS) or experience with managing government records.
- Experience using a variety of client/server database applications, such as EDRMS.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of government records management systems, policies, and procedures.
- Ability to lift and carry boxes/mailbags weighing up to 20 pounds, for distances of up to 10 feet, and to manipulate them from heights that may require the use of a foot stool.

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 (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

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.

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.

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.

TITLE: INFORMATION ACCESS ANALYST

CLASSIFICATION: CLERK 15

MINISTRY: MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

WORK UNIT: DEPUTY MINISTER'S OFFICE

SUPERVISOR TITLE: TEAM LEAD & SENIOR POLICY ANALYST

SUPERVISOR POSITION #:

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

The Ministry of Social Development and Poverty Reduction (SDPR) is proud to be an equal opportunity employer; we strive to ensure all employees contribute in meaningful ways, bring their full self to work and celebrate their differences. The ministry focuses on reducing poverty, creating opportunities, and increasing inclusion. The ministry provides strategic leadership and quality services that empower British Columbians to share in the province's prosperity, with a vision to participate fully in their community and to reach their full potential.

DIVISION

The Deputy Minister's Office (DMO) oversees the strategic management and coordination of corporate issues and priorities for the Ministry of Social Development and Poverty Reduction and Community Living British Columbia. It is the primary point of contact, working with the Minister's Office for effective coordination of meetings, events, policy, and operations. The DMO is responsible for establishing ministry-wide strategic priorities and objectives. It supports divisions in achieving key initiatives and strategic objectives through the Ministry's Executive Committee.

JOB OVERVIEW

The Information Access Analyst is responsible to process access requests for SDPR records in accordance with Freedom of Information and Protection of Privacy Act (FOIPPA), to assist the Information Management Analyst in responding to routine and formal Freedom of Information (FOI) access requests and coordination of document production for SDPR.

ACCOUNTABILITIES

- Process requests for information received into the DMO in accordance with FOIPPA.
- Reviews information, and consults with IAO and systems (ICM, MIS, Content Manager, Etc.) to determine where to route the FOI request for gathering information.
- Routing to divisions as appropriate, to search retrieve and delivers information and files from manual and electronic storage.
- Performs initial harms assessments in accordance with statutory requirements and submits work to Information Access Analyst for review and approval.
- Liaises with IAO and with program areas regarding records gathering.
- Tracks gathering progress and due dates, ensuring legislative timelines are adhered to.
- Administers the sign-off and release of routine requests for information consistent with FOIPPA, ensuring Ministry policies and procedures, are in accordance with the request.
- Implements updates as requested and approved by Team Lead and maintains request case files for routine requests by documenting all discussions, contacts, consultations and any other considerations in support of recommendations to release or withhold records.

Career Group:

SDPR

Job Family:

Executive Operations

Job Stream:

IM/IT

Role:

Administrative Services

Date:

December 2022

- Manipulates and reviews data using various computer software packages such as MS Access/Excel and presents data in requested formats.
- Works closely with Divisional FOI team and IAO to develop regular and ad-hoc systems reports to meet users' needs.
- Prepares reports for the Ministry relating to specific requests.

JOB REQUIREMENTS

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

KNOWLEDGE, SKILLS AND ABILITIES

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

BEHAVIOURAL COMPETENCIES

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

INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES

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

Career Group:

SDPR

Job Family:

Executive Operations

Job Stream:

IM/IT

Role:

Administrative Services

Date:

December 2022

TITLE: RECORDS MANAGEMENT SUPERVISOR**CLASSIFICATION:** AO 15**MINISTRY:** SOCIAL DEVELOPMENT AND POVERTY REDUCTION**WORK UNIT:** OPERATIONS SUPPORT**SUPERVISOR TITLE:** SENIOR RECORDS MANAGEMENT ANALYST**SUPERVISOR POSITION #:** 00129125**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION**

The **Ministry of Social Development and Poverty Reduction** is proud to be an equal opportunity employer; we strive to ensure all employees contribute in meaningful ways, bring their full self to work and celebrate their differences. The ministry focuses on reducing poverty, creating opportunities, and increasing inclusion. The ministry provides strategic leadership and quality services that empower British Columbians to share in the province's prosperity, with a vision to participate fully in their community and to reach their full potential.

DIVISION

The **Service Delivery Division** provides income and disability assistance services online, by phone, or face to face in our communities. We strive to ensure our services are reliable, responsive, inclusive, and accessible to all British Columbians who need our support.

JOB OVERVIEW

The Operations Support Branch provides centralized operational support services for the Service Delivery Division (over 1400 employees, 83 locations, and \$503M budget) that includes business intelligence, human resources, contracts, financial, facilities and asset management.

The Records Management Supervisor provides administrative and supervisory support to the Facilities and Assets Team, with expertise and focus on records management and Freedom of Information.

ACCOUNTABILITIES

- Receives and reviews Freedom of Information (FOI) and litigation requests from Deputy Minister's Office (DMO)
- Delegates FOI and litigation requests for processing, recommends courses of action, and audits information prior to responding to requests.
- Leads records management projects within the Division, consulting with internal and cross ministry partners to ensure compliance with legislation.
- Consults with and provides advice to staff, and partners on business application procedures and records management.
- Reviews changes to business mandate, legislation, and regulations and assesses impacts on applications ensuring standard operating procedures are updated accordingly.
- Develops and delivers training materials to the Division through virtual classroom formats.
- Troubleshoots application issues and/or information discrepancies; identifies source of problems, attempts resolution, escalates unresolved problems, and makes recommendations for system enhancements.
- Provides management with regular key performance indicators (KPIs), summaries and reports monthly, quarterly, and annually.
- Audits access information based on current authorizations including, requests for user profiles and access to applications.

Date: February 17, 2023

- Supervises staff including assignment of work, development of work plans, Performance Development Plan activities, exercises financial expense authority and leave approval.
- Participates in business intelligence, information technology, human resources, and priority branch initiatives.

JOB REQUIREMENTS

Required Education and Experience

- Secondary school graduation and a minimum of two (2) years' experience in an administrative role or an equivalent combination of education and experience.
- Experience with business applications, records management, and Freedom of Information and Protection of Privacy Act (FOIPPA).
- Experience providing customer support services and helping users understand business processes and procedures.
- Experience supervising staff.

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

- **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.
- **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.
- **Problem Solving/Judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.
- **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.
- **Leadership** implies a desire to lead others including diverse teams. Leadership is generally, but certainly not always, shown from a position of formal authority. The "team" here should be understood broadly as any group with which the person interacts regularly.

INDIGENOUS RELATED BEHAVIOURAL COMPETENCIES

- **Self-discovery and awareness** mean 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.
- **Sustained learning and development** means continually increasing your ability to build and maintain respectful and effective relationships with Indigenous peoples. 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.

Date: February 17, 2023

TITLE: SENIOR INFORMATION MANAGEMENT ANALYST**CLASSIFICATION:** AO 18**MINISTRY:** SOCIAL DEVELOPMENT AND POVERTY REDUCTION**WORK UNIT:** DEPUTY MINISTER'S OFFICE**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION**

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DIVISION

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JOB OVERVIEW

The Senior Information Management Analyst is responsible for providing records and information analysis for SDPR in accordance with Freedom of Information and Protection of Privacy Act (FOIPPA) and determines if records should be released, redacted or withheld. Responds to complex and non routine Freedom of Information (FOI) access requests and coordination of document production for SDPR. Develops and administers information directories and assists the Ministry Records Officer in implementation of the FOI records management framework. The position also backfills duties for the Ministry Records Officer.

ACCOUNTABILITIES

- Manages all stages of formal requests for records made under the Freedom of Information and Protection of Privacy Act (FOIPPA) in accordance with legislated requirements.
- Provides harms assessments in accordance with statutory requirements and submits work to Team Lead Information Management for review and approval prior to release.
- Works closely with the Information Access Operations (IAO) and SDPR divisional staff to resolve outstanding issues and on all non-routine or complex requests for information.
- Administers the sign-off and release of information consistent with FOIPPA, ensuring Ministry policies and procedures, are in accordance with the request.
- Maintains request case files for complex and non-routine requests by documenting all discussions, contacts, consultations and any other considerations in support of recommendations to release or withhold records.
- Documents and maintains records regarding harms recommendations or other decisions which set precedence.
- Provides information management advice and operational direction to the ministry.
- Supports Ministry Records Officer in the business process reviews re: information management.
- Reviews data using various computer software packages such as MS Access/Excel and presents data.
- Maintains data and develops reports for ministry wide IM issues and enhancements.

Updated:

May 2023

- Contributes to the enhancement of electronic information management systems by recommending improvements such as new fields, maintenance or assisting with the design and coordination of document management framework.
- Identifies information management issues, and initiatives, including supporting the development of plans and strategies for meeting business and legislative/policy requirements.
- Develops and administers information directories.
- Works with the Team Lead and the Ministry Records Officer to develop best practices, operational program policies and procedures to enhance service delivery.
- Provides backfill duties for the Ministry Records Officer, which requires an understanding of information management fundamentals as well as having an understanding of current records management projects and challenges.

JOB REQUIREMENTS

Required Education and Experience

- Diploma or higher in Information Management, or other directly-related discipline and 3 year experience performing analytical work or an equivalent combination of education/training and related experience.

Related experience must include the following:

- Experience interpreting and applying legislation such as (FOIPPA and IMA).

Preferences

- Direct experience in interpreting FOIPPA or similar legislation.
- Experience in managing complex caseloads.
- Experience working in a high-volume customer-service environment.

KNOWLEDGE, SKILLS AND ABILITIES

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

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

- **Improving Operations** is the ability and motivation to apply one's knowledge and past experiences for improving upon current modes of operation within the ministry. This behaviour ranges from adapting widely used approaches to developing entirely new value-added solutions.

Updated:

May 2023

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

INDIGENIOUS 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: MINISTRY RECORDS OFFICER**CLASSIFICATION:** ADMINISTRATION OFFICER 24**MINISTRY:** SOCIAL DEVELOPMENT & POVERTY REDUCTION**WORK UNIT:** DEPUTY MINISTER'S OFFICE**SUPERVISOR TITLE:** DIRECTOR OF EXECUTIVE OPERATIONS**SUPERVISOR POSITION #:** 00065678**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION**

The Ministry of Social Development and Poverty Reduction is proud to be an equal opportunity employer. We strive to ensure all employees contribute in meaningful ways, bring their full self to work and celebrate their differences. The ministry focuses on reducing poverty, creating opportunities, and increasing inclusion. The ministry provides strategic leadership and quality services that empower British Columbians to share in the province's prosperity, with a vision to participate fully in their community and to reach their full potential.

DIVISION

The Deputy Minister's Office (DMO) oversees the strategic management and coordination of corporate issues and priorities for the Ministry of Social Development and Poverty Reduction and Community Living British Columbia. It is the primary point of contact, working with the Minister's Office for effective coordination of meetings, events, policies and operations. The DMO is responsible for establishing ministry-wide strategic priorities and objectives. It supports divisions in achieving key initiatives and strategic objectives through the Ministry's Executive Committee.

JOB OVERVIEW

The Ministry Records Officer is the strategic advisor and subject matter expert for the ministry and bridges the worlds of information technology and program information management ensuring the ministry is informed of the changing landscape of recorded information management. This role ensures legislative policy information management (IM) requirements and corporate objectives are achieved across the ministry and takes initiatives and program changes from original concept through final completion, including multi-year transformations.

ACCOUNTABILITIES

- Provides strategic leadership in the development of strategic and operational information management plans.
- Determines solutions for urgent, complex, sensitive and high-profile matters relating to information management.
- Responsibilities include providing strategic and operational direction, corporate oversight and support on records management policies, processes and practices.
- Provides expert advice on recorded information management issues related to data classification, retention, authenticity, retrieval, digitization, metadata, and final disposition (destruction/archiving).

Date: February 26, 2021

- Provides expert advice to executive and senior management regarding information management legislative and policy initiatives and recorded information implications.
- Develops, monitors and reviews strategies, methods and standards to ensure ministry recorded information is managed according to legislative and policy requirements.
- Promotes information content as the corporate strategic lead, and raises awareness of best practices.
- Advises executive and senior management staff on cost saving and risk mitigation strategies through new information /records management initiatives.
- Works on the System Development Life Cycle by engaging with ministry IT shops (ISD), to ensure that requirements relating to data retention and disposition/archiving are included in requirements gathering, system design and development, and to pursue opportunities to save costs and preserve important information by addressing situations where this was not done adequately in the past.
- Provides expert advice with vital records identification and disaster recovery plans.
- Fosters improved accountability through creating awareness of IM requirements and providing feedback or formal evaluation respecting how well these requirements are being met.
- Leads or participates in cross-ministry business process reviews involving information management to improve efficiency and effectiveness in serving ministry needs
- Approves disposition (including destruction or preservation), of non-transitory client recorded information.
- Evaluates processes and approves ongoing authorities, for the routine disposal of scheduled records.
- Leads strategic advisory meetings providing input to corporate records management policy to ensure client interests are brought forward.
- Stays abreast of best practices in the management of digital and other recorded information (both structured and unstructured).
- Provides guidance to a team of information management specialists, including assignment/review of work, mentoring/coaching, and training.
- Leads strategic projects, working with staff to meet corporate objectives, as required.
- Represents the ministry in cross-government records and information committees.
- Advocates for the ministry's records management needs, and contributes to the development of information services, policies, procedures and guidelines.
- Works collaboratively with central government's Corporate Information and Records Management Office (CIRMO) to develop and maintain information schedules.
- Works in partnership with CIRMO to conduct current state assessments and develops and implements action plans.

JOB REQUIREMENTS

Required Education and Experience

- University degree in archival studies, information management, public administration, or a related field and minimum of 1 year related experience; OR an equivalent combination of education and experience may be considered.

Related experience

- Experience managing client relationships or engaging with ministry executive.
- Experience interpreting and applying legislation, drafting policy or procedures related to information management.

Date: February 26, 2021

- Experience providing expert information management advice on policy, procedures and guidelines to staff at all levels.
- Experience drafting business correspondence and providing written and oral briefings.

Preference

- Experience with project management.
- experience using Electronic Document Records Management Systems (EDRMS)

PROVISO

- This position may require you to occasionally lift and move boxes weighing up to 30 pounds.
- 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**).

KNOWLEDGE, SKILLS AND ABILITIES

- Comprehensive understanding of the Information Management Act (IMA) along with sufficient knowledge of associated policies and procedures to provide advice to executive, senior management, and to resolve interpretation issues with clients and staff.
- Knowledge of current records management and information management technology, standards and best practices for both structured and unstructured data.
- Knowledge of government structure, mandates and programs.
- Well developed ability to demonstrate tact, discretion, and sensitivity when dealing with clients, stakeholders, sensitive situations and confidential material.
- Excellent written and oral communication skills, including ability to prepare briefing documents, high level reports, and decision papers for review by others.
- Ability to work independently, under significant pressure and meet deadlines.

BEHAVIOURAL 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. or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation
- **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.
- **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.
- **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

Date: February 26, 2021

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.

- **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.
- **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.
- **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
- **Relationship Building** is working to build or maintain ethical relationships or networks or contacts with people who are, or may be, potentially helpful in achieving work-related goals and establishing advantages. These people may include customers, clients, counterparts, colleagues, etc

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.



TITLE: MINISTRY DATA OFFICER

CLASSIFICATION: ADMINISTRATIVE OFFICER 24

MINISTRY: SOCIAL DEVELOPMENT AND POVERTY REDUCTION

WORK UNIT: DEPUTY MINISTER'S OFFICE

SUPERVISOR TITLE: DIRECTOR, EXECUTIVE OPERATIONS

SUPERVISOR POSITION #: 00065678

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

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DIVISION

The Deputy Minister's Office (DMO) oversees the strategic management and coordination of corporate issues and priorities for the Ministry of Social Development and Poverty Reduction (SDPR) and Community Living British Columbia (CLBC). It is the primary point of contact, working with the Minister's Office for effective coordination of meetings, events, policy, and operations. The DMO is responsible for establishing ministry-wide strategic priorities and objectives. It supports divisions in achieving key initiatives and strategic objectives through the Ministry's Executive Committee.

JOB OVERVIEW

Reporting to the Director of Executive Operations, this position leads the ministry's data and information management program within the DMO and is responsible for key information management functions including data governance, security, access, reporting, quality assurance, performance measurement and evaluations functions for the ministry. This includes developing the ministry's information management policy, to ensure effective engagement with a wide variety of partners on sensitive issues with high public and political impact. The position acts as a primary conduit for information exchange and engagement between the deputy minister's office, ministry program areas, central agencies, and other ministries.

Providing leadership in the use of, and access to, data for the ministry, this position supports evidence-informed decisions, policy, analysis, and research directed to achieving policy and process improvements. The team lead is responsible for the development and implementation of a strategic vision for data management and data security, ensuring that ministry data assets are appropriately managed and effectively leveraged.

ACCOUNTABILITIES

- Develops and enforces procedures, strategies, and standards to ensure ministry data is protected, leveraged, and shared according to core policy and legislative requirements.
- Identifies the ministry's authoritative data and ensures adherence to related corporate standards.

- Establishes and maintains a catalogue of the ministry's high value data in accordance with the Core Administrative and Descriptive Metadata Standard.
- Oversees the implementation of corporate metadata standards, including development of associated ministry policies and procedures.
- Leads ministry-wide data and information management projects.
- Provides expert advice to the Deputy Minister and executive concerning data in the ministry's custody and/or control for the purposes of increasing data discovery, access, sharing, and use.
- Performs periodic compliance audits, investigates and reports on policy breaches, and recommends remedial actions.
- Conducts cost-benefit analyses and develops recommendations for new systems and resources to support management of ministry data.
- Oversees contracts and contracted service providers and ensures services are provided in accordance with legislation and policy.
- Responds to complex and regular litigation requests relating to ministry data.
- Consults with provincial and federal counterparts regarding legislation and policy changes to contribute to ongoing development of national standards.
- Provides education and awareness of information resource management to the ministry.
- Represents the ministry on multi-partner, cross-ministry committees and working groups.
- Keeps current on emerging issues, technologies, and approaches relating to data management and application.
- Supervises staff including assignment of work, development and evaluation of performance plans and approval of leave.

JOB REQUIREMENTS

- Bachelor's Degree in a data analysis or information management field and 2 years of related experience; OR
- Diploma in a data analysis or information management field and 3 years related experience; OR
- Certificate or coursework in a data analysis or information management field and 4 years related experience; OR
- An equivalent combination of education and experience may be considered.
- Experience interpreting and applying legislation and policy related to information and data management.
- Experience in information resource management and corporate data design in a public sector environment.
- Experience leading/managing projects.
- 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:

Data Management

Role:

Professional

Revised Date:

October 2023

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.
- **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.
- **Holding People Accountable** involves setting high standards of performance and holding team members, other government jurisdictions, outside contractors, industry agencies, etc., accountable for results and actions.

TITLE: SENIOR RECORDS MANAGEMENT ANALYST**CLASSIFICATION:** AO 21**MINISTRY:** SOCIAL DEVELOPMENT AND POVERTY REDUCTION**WORK UNIT:** OPERATIONS SUPPORT**SUPERVISOR TITLE:** MANAGER, FINANCIAL SERVICES**SUPERVISOR POSITION #:** 00079254**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION**

The **Ministry of Social Development and Poverty Reduction** is proud to be an equal opportunity employer; we strive to ensure all employees contribute in meaningful ways, bring their full self to work and celebrate their differences. The Ministry focuses on reducing poverty, creating opportunities, and increasing inclusion. The ministry provides strategic leadership and quality services that empower British Columbians to share in the province's prosperity, with a vision to participate fully in their community and to reach their full potential.

DIVISION

The **Service Delivery Division** provides income and disability assistance services online, by phone, or face to face in our communities. We strive to ensure our services are reliable, responsive, inclusive, and accessible to all British Columbians who need our support.

JOB OVERVIEW

The Operations Support Branch provides centralized operational support services for the Service Delivery Division (over 1400 employees, 83 locations, and \$503M budget) that includes business intelligence, human resources, contracts, financial, facilities and asset management.

The Senior Records Management Analyst is responsible for virtually overseeing and coordinating facility and asset records management and Freedom of Information activities within the division.

ACCOUNTABILITIES

- Provides expertise in the coordination of responses and approvals for integrated information classification and retention systems for divisional records information under the *Information Management Act*.
- Responds to complex, voluminous, sensitive, and escalated *Personal Freedom of Information and Protection of Privacy Act* (FOIPPA) requests and recommends appropriate response. Complex requests typically involve multiple stakeholders and have unclear risks or harm factors complicating FOIPPA reviews.
- Supports the division's records management strategy and large-scale records management or Freedom of Information projects, including related information technology projects.
- Assesses corporate information and training needs, develops materials, and provides advisory and training services to operationalize for a divisional audience.
- Ensures alignment of divisional records management and Freedom of Information activities with corporate and cross-ministry activities and expectations.
- Works collaboratively with the Information Access Office (IAO) and negotiates with the IAO to resolve outstanding reviews.
- Ensures the standards for records classification and scheduling, information management policies, guidelines are coordinated within the division.

Date: Sept 17, 2021

- Conducts detailed financial management of the records management budget including budget planning, analysis, forecasting and monitoring.
- Supervises staff including assignment of work, development and evaluation of performance plans, approval of leave, response to grievances and initiation of discipline processes.
- Applies methods and standards to ensure records are protected according to legislative requirements.

JOB REQUIREMENTS

Required Education and Experience

- Post-secondary education in Business Administration, Library Studies, or Archival Studies; OR
- An equivalent combination of education and experience may be considered.
- Minimum 1 year of experience managing large-scale projects and leading project teams.
- Minimum 1 year of experience with facilitating groups to consensus, developing and delivering adult training.
- Preference may be given to applicants with virtual supervision experience

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to organize workload, set priorities, meet deadlines and performance targets.
- Well-developed written and verbal communication skills.
- Ability to facilitate a resolution to a problem, issue, or event that is a source of conflict in an objective, value-free manner remaining focused on outcomes while preserving positive working relationships.
- Proficient computer skills in Windows-based environments, including ability to keyboard with speed and accuracy.

Knowledge of core policies and procedures related to FOIPPA, *Information Management Act*, and records management practices

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 (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

- **Open Listening** is letting go of conventional means of listening. It means listening to and valuing the telling of stories, and letting pauses in conversation extend into silence rather than jumping into dispute, agree, question or move on. It is an awareness of personal bias or judgment and its effect on one's ability to hear. It is the desire and ability to set aside physical, mental, and emotional distractions to be fully focused and listening respectfully and openly. It is staying open to the message even when conversations are filled with raw emotions like sadness or anger and believing that each person's knowledge and reality is legitimate and valuable. Finally, it requires a willingness to reflect upon a story or message and to derive meaning from it based upon the situation in which it is shared.
- **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.
- **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.

Date: Sept 17, 2021

- **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.
- **Holding People Accountable** involves setting high standards of performance and holding team members, other government jurisdictions, outside contractors, industry agencies, etc., accountable for results and actions.
- **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 RELATED 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: RECORDS CLERK**CLASSIFICATION: CLK 09R****MINISTRY: SOCIAL DEVELOPMENT AND POVERTY REDUCTION****WORK UNIT: OPERATIONS SUPPORT****SUPERVISOR TITLE: SUPERVISOR, ADMINISTRATIVE SERVICES****SUPERVISOR POSITION #: 00021215, 00019944****MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION**

The **Ministry of Social Development and Poverty Reduction** is proud to be an equal opportunity employer; we strive to ensure all employees contribute in meaningful ways, bring their full self to work and celebrate their differences. The ministry focuses on reducing poverty, creating opportunities, and increasing inclusion. The ministry provides strategic leadership and quality services that empower British Columbians to share in the province's prosperity, with a vision to participate fully in their community and to reach their full potential.

DIVISION

The **Service Delivery Division** provides income and disability assistance services online, by phone, or face to face in our communities. We strive to ensure our services are reliable, responsive, inclusive and accessible to all British Columbians who need our support

JOB OVERVIEW

The Operations Support Branch provides centralized operational support services for the Service Delivery Division (over 1400 employees, 83 locations, and \$446M budget) that includes business intelligence, human resources, contracts, financial, facilities and asset management.

The Records Clerk is responsible for responding to requests for physical and electronic records, ensure records systems are in compliance with legislative and policy requirements.

ACCOUNTABILITIES

- Identifies and classifies material into files by function, subject and property and integrates into filing systems and databases.
- Verifies completeness of files prior to storing.
- Creates, consolidates, and processes destruction of records requests as required; and arranges for off-site storage and disposal of records in accordance with records management standards and schedules.
- Searches, retrieves and delivers information and files from manual and electronic storage.
- Provides advice, assistance and formal/informal training to staff on establishing and maintaining records management systems.
- Explains governing records management policies and regulations and resolves filing problems.

- Prepares reports on records management statistics.
- Prepares electronic and physical records in accordance with Standard Operating Procedures and Job Aides.
- Report information and security incidents
- Compile records for Freedom of Information and Protection of Privacy Act (FOIPPA), Call for Records requests within FOIPPA legislated timeline as well as other requests for records

JOB REQUIREMENTS

- Secondary school graduation or equivalent (GED).
- Experience in records management.
- Experience providing administrative support in an office setting.

Preference may be given to applicants with:

- Working experience in core policies and procedures related to Freedom of Information and Protection of Privacy Act (FOIPPA), Information Management Act, records management practices.
- Experience using ARCS/ORCS.
- Experience using Content Manager 9.0.

PROVISO/WILLINGNESS STATEMENT

- This position requires you to lift and move boxes weighing up to 30 pounds.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRRA) check, and/or enhanced security screening checks as required by the ministry (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position**).

KNOWLEDGE, SKILLS & ABILITIES

- Ability to organize workload, set priorities, meet deadlines and performance targets.
- Proficient written and verbal communication skills.
- Ability to work well within a team environment, focused on outcomes and positive working relationships.
- Proficient computer skills in Windows-based environments, including ability to keyboard with speed and accuracy.

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.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, coworkers, other branches/divisions, other ministries/agencies, other government organizations, and nongovernment 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.
- **Problem Solving and Judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.
- **Planning Organizing and Co-ordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.

INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES

- **Empathy** is the ability to recognize, understand and directly experience the emotion of another. It involves listening with heart, accepting their message, and staying focused on their experience rather than reacting. It means understanding that the behaviour may be connected to something outside of the immediate situation.
- **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: RECORDS TECHNICIAN **CLASSIFICATION:** CLERK 12**MINISTRY:** SOCIAL DEVELOPMENT & POVERTY REDUCTION**WORK UNIT:** ADMINISTRATIVE SERVICES OPERATIONS BRANCH**SUPERVISOR TITLE:** OFFICE MANAGER **SUPERVISOR POSITION #:****MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION**

The Ministry of Social Development and Poverty Reduction is proud to be an equal opportunity employer; we strive to ensure all employees contribute in meaningful ways, bring their full self to work and celebrate their differences. The ministry focuses on reducing poverty, creating opportunities, and increasing inclusion. The ministry provides strategic leadership and quality services that empower British Columbians to share in the province's prosperity, with a vision to participate fully in their community and to reach their full potential.

DIVISION

The **Employment and Labour Market Services Division** supports all British Columbians in achieving sustainable employment. To help those in need find and maintain employment, the division works with contracted service providers to provide job search resources, employment planning, skills assessment, training, work experience and more.

JOB OVERVIEW

To provide technical advice to ministry records custodians and ensure ministry records systems are in compliance with legislative and policy requirements.

ACCOUNTABILITIES

Required:

- Provides records management coordination and advisory services to clients (e.g., updates ministry records custodians on legislative, policy and procedural requirements).
- Provides technical support and advice for management of automated records management systems.
- Supports and/or assists in development and delivery of records management training.
- Ensures the integrity of the automated records systems through compliance reviews and suggests corrective action where deficiencies are found.
- Creates, consolidates and deletes files as required; and arranges for off-site storage and disposal of records in accordance with records management standards and schedules.

Career Group:

IM/IT

Job Family:

Information Management

Job Stream:

Records

Role:

Administration

Revised Date:

February 2023

- Maintains inventory lists and related access authorization documentation for records in offsite storage facilities.
- Ensures correct documentation and records management procedures are followed for office and program closures.
- Coordinates application, evaluation, and implementation of recorded information management schedules.
- Reviews and maintains the ARCS and ORCS management system for the Branch and Division
- Responds to sensitive, confidential and often urgent inquiries from service providers, ministry and branch staff, the public and other stakeholders, including Freedom of Information requests.

JOB REQUIREMENTS

- Grade 12 graduation or equivalent.
- Minimum of one year experience working in a records management environment.
- Knowledge of records management systems.
- 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

BEHAVIOURAL COMPETENCIES

- **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.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Results orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement), an objective measure (achievement orientation), challenging goals that one has set, or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a results orientation.
- **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.
- **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.

Career Group:

IM/IT

Job Family:

Information Management

Job Stream:

Records

Role:

Administration

Revised Date:

February 2023

TITLE: RECORDS CUSTODIAN

CLASSIFICATION: OFFICE ASSISTANT R9

MINISTRY: SOCIAL DEVELOPMENT AND POVERTY REDUCTION

WORK UNIT: FINANCIAL OPERATIONS

SUPERVISOR TITLE: ADMINISTRATIVE COORDINATOR

SUPERVISOR POSITION #: 00063446

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

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DIVISION

The **Corporate Services Division** provides valuable and accessible corporate services to support our people and the ministry's strategic objectives. Leaders in corporate service excellence, the division strives to be a great place to work, to be a trusted partner and an outstanding service provider. The division is guided by principles of trust, collaboration, and commitment.

JOB OVERVIEW

Maintains manual and electronic records management systems (e.g., ARCS/ORCS) for the Financial and Administrative Services Branch.

ACCOUNTABILITIES

- Maintains ARCS/ORCS filing system.
- Identifies and classifies correspondence and other documents into files in accordance with established records management classification systems.
- Checks and verifies records classified by other staff for completeness and accuracy.
- Selects key information from documents and enters and updates information in records management databases.
- Checks files that require off-site storage and arranges for retention or disposal.
- Maintains an inventory of current files and updates files as required.
- Exchanges information with the supervisor or the Ministry Records Office, if required, regarding the appropriate classification of files.
- Conducts file searches for staff upon request.

Date: August 27, 2024

- Provides informal guidance to staff on filing procedures.
- Processes incoming/outgoing mail.
- Receives and redirects calls and responds to general enquiries.
- Photocopies.
- Arranges meetings and reserves boardrooms.
- Orders office supplies.

JOB REQUIREMENTS

Required Education and Experience

- Secondary school graduation or equivalent.
- Experience working in an office setting.

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.
- **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.

INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCY

- **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.

Date: August 27, 2024