

TITLE: TEAM LEAD ADMINISTRATION & FOI RECORDS OFFICER

CLASSIFICATION: AO18

MINISTRY: PUBLIC SAFETY AND SOLICITOR GENERAL

WORK UNIT: LIQUOR AND CANNABIS REGULATION BRANCH

SUPERVISOR TITLE: MANAGER, FINANCE & ADMINISTRATION

SUPERVISOR POSITION #: 103442

JOB OVERVIEW

Reporting to the Manager, Finance & Administration, the Records Officer provides the overall Records Management services for the branch and is the central branch contact for FOI related enquires. The position also supervises a team of Administration Clerks.

ACCOUNTABILITIES

- Manages overall records management services to the branch including the overseeing coordination of on-site/off-site storage, destruction, and retrieval. Manages inventory of records held by the branch and ensures compliance with government policies and procedures. Provides direction to records management budget.
- Responsible for creation and updating of branch records management procedures and policies ensuring branch practices conform to government and statutory requirements.
- 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.
- Provides technical and procedural direction and training to branch administrative staff on maintaining records in compliance with current government policies and procedures. Works with Director where there has been a serious breach of records management policy to resolve.
- Manages records management projects from initiation to completion, including developing project plans and resolving related issues.
- Reviews, analyzes, develops, and provides responses to access requests for all requests, including those of sensitive, political, and complex information communicating with applicants if clarification on request is required and screens to determine applicants' right of access.
- Manages all formal requests for information at a branch level including the gathering, compiling within scope, and consulting with branch and ministry staff to determine possible harms in the release of the information. Produces time estimates to Information Access Operations for the purposes of a fee estimate. Determines and prepares invoices for Court Orders.

Date: June 2021

- Reviews and verifies all documents and records in detail after FOIPPA has been applied. Administer the sign-off and release of consistent information.
- Provides general interpretations to staff on the intent and content of the FOIPPA legislation and related Ministry and government policies, procedures and guidelines and consults with Information Access Operations when required.
- Leads development and delivery of Privacy Impact Assessments and Strategic Risk Assessments working with LCLB staff and ministry Privacy Officer.
- Maintains FOI and administration statistics and provides statistical summaries upon request.
- Supervises records clerk staff including monitoring and reviewing workload priorities, accuracy, timeliness, and progress on a regular basis. Directly leads the hiring process for the administration team.
- Completes regular performance plans and supports staff in establishing goals, objectives, performance standards, and training needs and supports career development. Assesses staff performance and monitors the work to ensure adequate standards are maintained; investigates and resolves non-performance issues, recommending disciplinary action when required.
- Develops and implements internal office records management policy and procedures and oversees procedure updates. Maintains a safe work environment in compliance with the W.C.B. Act and Regulations.
- Ensures records services meet branch/ministry standards. Liaises with other divisions to ensure smooth operations where procedures link.
- Develops, maintains, and approves staff / holiday schedules for unit and resolves any conflicts or requests to ensure appropriate staffing levels are maintained.
- Oversees the Branch library ensuring resources no longer required are disposed of appropriately.

JOB REQUIREMENTS

EXPERIENCE AND EDUCATION:

- Certificate or diploma in public administration, business administration or a related discipline. OR an equivalent combination of education, training, and experience may be considered.
- Two years providing administrative support services for a group of staff.
- One-year supervisory experience, including experience in leading, managing, and coaching work teams and supervising employees.
- Training and/or experience in records management systems.
- Demonstrated experience interpreting policy and procedures.
- Experience using computer software such as Excel and MS Word.

PREFERENCE MAY BE GIVEN TO APPLICANTS WITH:

- Training in the administration of Freedom of Information requests.
- One or more years' experience managing formal requests for information, including gathering responsive records, reviewing records for harms, and coordinating review and sign off by ministry staff.

Date: June 2021

- Two or more years' supervisory experience, including experience in leading, managing, and coaching work teams and supervising employees.
- Experience applying FOIPPA to information requests.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of standard office procedures.
- Excellent knowledge of Microsoft Word, Excel, Outlook & PowerPoint programs
- Ability to use tact and good judgement in dealing with requests regarding sensitive and contentious issues.
- Ability to organize and manage independently one's workload taking into consideration changing priorities, tight deadlines, and volume of work.
- Ability to establish and maintain effective working relationships with a variety of individual or groups to complete work assignments and to share information.

BEHAVIOURAL COMPETENCIES

Listening, Understanding and Responding is the desire/ability to understand/respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately/respond effectively to both spoken/unspoken and partly expressed thoughts, feelings/concerns of others. People who demonstrate high levels of this competency show a deep/complex understanding of others, including cross-cultural sensitivity.

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 organizations' mandate.

Initiative involves identifying a problem, obstacle or opportunity/taking appropriate action to address current or future problems or opportunities. As such, initiative can be seen in the context of proactively doing things/not simply thinking about future actions. Formal strategic planning is not included in this competency.

Problem Solving and Judgement is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes, and generate 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.

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.

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.

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.

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.