
SUPERVISOR OF RECORDS, INFORMATION AND PRIVACY

JOB SUMMARY:

The Supervisor of Records, Information and Privacy supports the development, implementation, and maintenance of the Regional District's centralized corporate Records Management Program. Under general supervision, the position will lead the development of corporate standards, policies, and procedures, ensure records management compliance, and develop and implement training programs.

This position will also administer the Regional District's Freedom of Information and Protection of Privacy program. The incumbent acts as the Freedom of Information (FOI) Coordinator and responds to requests for access to records and requests made under the *Freedom of Information and Protection of Privacy Act*. They will also assist in drafting and reviewing Privacy Impact Assessments (PIAs), policies, and procedures related to access to information and the protection of privacy.

The position reports to the General Manager of Legislative and Corporate Services (Corporate Officer) and will liaise with the management team, staff, and volunteer fire chiefs. In addition, the incumbent will supervise the Corporate Services Assistant (Records Management) in undertaking this work.

TYPICAL DUTIES:

Administers the Corporate Records Management System:

- Coordinates, implements, and maintains the Records Management Program including accuracy and quality of service delivery.
- Recommends and administers retention periods and manages document destruction.
- Oversees coordination of archive space, including maintaining index of physical file and off-site storage.
- Oversees development and maintenance of the electronic document management system.
- Performs routine records management tasks such as arranging, classifying, and describing documents; updating and maintaining the records classification and retention schedules; filing, retrieving, and scanning records.
- Maintains the storage of physical files by ensuring that documents are stored safely and securely and that items are returned in good order;
- arranges for the retrieval of off-site records; assist in the transfer of records and moves files and boxes as required.
- Collaborates with Information Technology staff to ensure electronic record repositories are managed, operated, and maintained in accordance with the Records Management Program.
- Provide input to new and amended policies and procedures pertaining to records management for both electronic and paper documents; and recommends amendments to classifications
- Provides information and assistance to departments on established records management procedures and the use of the electronic document management system.
- Develops and maintains the Records Management Program Manual and educational and training program and materials for staff, promotes the Program for awareness, compliance and best practices.
- Assists in the delivery of records-related training and training program development.
- Assists with budget preparation and monitors assigned program, service, and project budgets.

Administers the Freedom of Information and Protection of Privacy Program

- Provides direction, organization, and administration of the Regional District's freedom of information and privacy functions
- Is the primary lead in record searches and responses for Freedom of Information and Protection of Privacy applications as well as record retrieval.
- processes requests for access to information from the public, recommending the release or withholding of specific information.
- Drafts Privacy Impact Assessments and Information Sharing Agreements.
- Completes special projects requiring research and compiling reports, as required.
- Provides guidance to staff on privacy regulations, processes, policies, and procedures.
- Perform a variety of miscellaneous clerical/administrative tasks in support of departmental operations as directed by the General Manager.
- Related duties as required.

KNOWLEDGE:

- **Proficient** in the interpretation and application of the provisions of the *Freedom of Information and Protection of Privacy Act*, regulations and Orders of the Office of the Information and Privacy Commissioner.
- **Considerable knowledge** of records management principles, practices, and procedures
- **Demonstrated proficiency** with the *Community Charter and Local Government Act*
- **Considerable knowledge** of Microsoft Office and other software including database-oriented software.
- **Considerable knowledge** of the function and requirements of local governments.

SKILLS AND ABILITIES:

- Excellent interpersonal skills and demonstrated ability to communicate tactfully with elected officials, co-workers, external agency representatives and the general public on various matters, including those of a sensitive nature.
- Ability to establish and maintain effective working relationships and to provide advice, information, and assistance
- Adept in developing, recommending and upon approval, establishing policies and procedures related to the work and promoting accessibility and transparency.
- Ability to maintain confidentiality.
- Strong organizational skills with an ability to set priorities and coordinate work to ensure timely completion while working under pressure to meet corporate and other deadlines with minimal supervision.
- Ability to compose correspondence, reports, and documentation, as well as excellent analytical and report writing skills.
- Demonstrated ability to think creatively and develop innovative solutions.
- Ability to perform physical tasks requiring bending and lifting boxes.
- Experience with computer applications and hardware in a Windows environment and Adobe Acrobat Products

- Excellent presentation and public speaking skills.
- Ability to communicate effectively, both orally and in writing.
- Ability to work under pressure and to exercise tact in dealing with contentious matters.
- Ability to work with minimal supervision.

QUALIFICATIONS:

- Completion of Grade 12 supplemented by education in Local Government Administration, Records Management, and Freedom of Information and Protection of Privacy, or equivalent combination of training and experience.
- A minimum of two (2) years progressive experience in the records and information management field, preferably in a local government or public sector environment.
- Experience in interpreting and applying the provisions of the *Freedom of Information and Protection of Privacy Act* and familiarity with the Local Government Management Association's (LGMA) Records Management Manual, considered an asset.
- Experience with transitioning from physical to electronic records management and with project and change management; is an asset.
- Considerable knowledge of the legislation, rules, regulations, practices, and procedures governing the work performed.
- Practical knowledge of the FOI process, and of principles and practices of privacy protection in BC.