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| BCPS_IDEAS_600dpi | JOB PROFILE **Job Store # 276**  **Position 00082648** |

**Title:** Records Officer  **Classification:** Administrative Officer 24

**Ministry:** Municipal Affairs and Housing **Work Unit**: Corporate Planning and Priorities Branch/Information Mgt and Strategic Initiatives

**Supervisor Title: Manager, Information Management and Strategic Initiatives Supervisor Position #: 00110659**

**JOB OVERVIEW**

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

**ACCOUNTABILITIES**

Required:

* Develops and enforces strategies, methods and standards to ensure records are protected according to legislative requirements.
* Administers and controls the lifecycle management and disposition of all client recorded information and develops and manages the vital records disaster recovery plans.
* Provides advice and support for integrating electronic records systems with line-of-business applications and responds to user concerns.
* Performs periodic compliance audits, investigates and reports on policy breaches, and recommends remedial actions.
* Manages the relationship with contracted service providers and ensures services are provided in accordance with legislation and policy.
* Consults with provincial and federal counterparts regarding legislation and policy changes to contribute to ongoing development of national standards.
* Analyze and appraise government or ministry information assets to determine their ongoing corporate value.
* Supervises staff including assignment of work, development and evaluation of performance plans and approval of leave.

**JOB REQUIREMENTS**

**Education and Experience**

* University degree in archival studies or information management and three years of related progressive experience (records management or information management), or an equivalent combination of education/training and experience may be considered.
* At least 2 years experience drafting, interpreting, and applying legislation, policy, or procedures related to information management.
* At least 2 years experience managing client relations including providing expert information management advice. Preference may be given to applicants with experience managing client relations including providing expert information management advice to executive or senior level staff.
* Experience researching, analyzing or providing advice regarding digital records management.
* Preference may be given to applicants with direct experience supervising staff.
* Preference may be given to applicants with experience as a project manager.
* Preference may be given to applicants with direct experience with electronic document records management systems.

**Knowledge, Skills and Abilities**

* Knowledge of the Information Management Act and related policies and procedures.
* Knowledge of current records management and information management technology, standards and best practices.
* Knowledge of the Freedom of Information and Protection of Privacy Act.
* Preferred knowledge of government structure, mandates and programs, and policies.
* Ability to prepare and present briefings, proposals and presentations to all levels of government.
* Ability to research, analyze or provide advice regarding digital records management.
* Strong ability to demonstrate tact, discretion, and sensitivity when dealing with clients, stakeholders, sensitive situations and confidential material.
* Ability to multitask, prioritize, and work independently, to meet deadlines.
* Ability to deliver presentations and training.
* Strong written and verbal communication skills.
* Preferred knowledge of project management principles
* Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (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**

* **Sustained Learning and Development** means continually increasing your ability to build and maintain respectful and effective relationships with Indigenous people. Central to this competency is appreciating that there are many other cultural understandings of knowledge and ways of working that have legitimacy and deserve respect—and therefore require our continual learning and development, including direct exposure to cultural and community ways. It includes an eagerness to continually reflect upon and assess your own level of cultural agility and competence, self-awareness and expertise. It means being willing to learn in new and different ways and appreciating how diverse ways of thinking and acting can ensure the success of the BC Public Service in supporting Indigenous self-determination.
* **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one’s own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation
* **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one’s efforts on discovering and meeting the needs of the customer/client.
* **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.
* **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.
* **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

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* **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.