

Records and Information Services Manager

ROLE SUMMARY

Working on behalf of the District of Saanich citizens and employees, the Records and Information Services Manager provides leadership, direction, and vision for an enterprise-wide framework for the governance of records and information management and is responsible to ensure the protection and management of recorded information and archival material. Under the general direction of the Director of Legislative & Protective Services, this position is responsible to oversee and coordinate the policies and processes related to information access, collection, use, disclosure, and retention and the management of records, both electronic and physical.

The Records and Information Services Manager leads the Corporate Records and Information Management Program, Information Access & Privacy Management Program and the District of Saanich Archives.

QUALIFICATIONS

Education:

- University degree in Library and Information Studies, Information Management, Archival Studies, Records Management, Business or Public Administration, or related field.
- A certified Records Management designation or Certified Information Professional is preferred.

Experience:

- (6 – 8) years of professional experience in records management and FIPPA, or an equivalent combination of education and experience.
- Experience presenting to and interacting with elected Council and Senior Levels of the organization.

Knowledge:

- A thorough knowledge of the *Freedom of Information and Protection of Privacy Act* (FIPPA), the Freedom of Information and Protection of Privacy Regulation and other related legislation.
- Sound knowledge of the *Local Government Act*, the *Community Charter*, the *Document Disposal Act*, and other related legislation.
- Extensive knowledge of the principles of privacy protection.
- Extensive knowledge of records and information management strategies, standards, policies, systems, and best practices.
- Knowledge of the nature and role municipal archives,
- Background in information technology to effectively address evolving information management needs.

Abilities and Skills

- Proven leadership skills with an ability to develop credible and effective working relationships with employees.
- Excellent people management skills, the ability to establish and maintain working relationships and partnerships with various internal and external contacts, and to act as advisor, liaison and lead for initiatives, investigations, and formal complaints.
- Demonstrated ability to oversee projects and initiatives.
- Ability to initiate, develop, research, and implement policies and reports for the program areas.
- Effective communication skills, both oral and written.

Major Accountabilities

Advice & Support

- Oversees the division responsible for Freedom of Information, Records and Privacy.
- Advises CAO and Directors on information incidents and privacy breach incidents.
- Briefs and advises CAO and Directors on the status of the information and Privacy Management Program including legislative requirements, under the authority of the FIPPA. (FOI access requests, Privacy Impact Assessments (PIA), Information Sharing Agreements (ISA), and Information and Privacy Breach Incidents).
- Provides guidance and advice to employees (CAO, Directors, employees, members of Council, contractors, volunteers, as defined in FIPPA) to ensure compliance with corporate policy and legal requirements for information access, retention, and disposition (physical and electronic).
- Liaises with the Office of the Information and Privacy Commissioner specific to FIPPA, including complaints related to District files, privacy breach incidents, Information Sharing Agreements and Privacy Impact Assessments.

Leadership of Staff

- Provides guidance, strategic leadership, training, and expertise to the organization in key program areas including, records management, information access, protection of personal information, and preservation of material of archival and or informational long-term value to ensure compliance with corporate policy and legal requirements for information access, retention, and disposition (physical and electronic).
- Leads and supports District staff and Council by providing tools, resources, and training for information access and privacy protection:
 - respond to queries from staff providing advice and guidance;
 - actively provide awareness information to staff to ensure knowledge and skills for responding to formal access requests under FIPPA;
 - information incidents, risk assessments, sharing agreements.
- Oversees, administers, and provides strategic direction and corporate leadership regarding the ongoing effectiveness of the District's Records Management program including developing policies and procedures, with collaboration with the Archive program.
- Works closely with direct reports, providing direction and clarification on the application of legislation and compliance with corporate policy and objectives.
- Leads by example in terms of establishing annual personal performance objectives to be achieved.
- Meets regularly with direct reports to establish each of their annual personal performance objectives and holds them accountable for results.
 - Recruitment, orientation, and training in accordance with the District policies;
 - Prepares guidelines for work performance, expenditures, and use of resources;
 - Evaluates the work of direct reports, guides them, and identifies needs for development.

Division Operations

- Manages operations of records management, information access, protection of personal information and archives and ensures all assigned projects and initiatives undertaken by the department are effectively completed.
- Coordinates employee training and education.

Freedom of Information and Protection of Privacy

- Assumes the delegated duties, powers, and functions of the head under FIPPA as delegated by the head in any given circumstance or with respect to any matter.
- Assumes the role and duties of Privacy Officer as identified in District of Saanich policies.
- Engages with the Office of the Information and Privacy Commissioner (OIPC) responding to complaints and reviews of Saanich FOI files.
- Stays up to date with new legislation and orders from the Office of the Information and Privacy Commissioner (OIPC)
- Acts as advisor, liaison and lead for information and privacy breach incidents.
- Manages responses and provides oversight to access requests, privacy complaints, Privacy Impact Assessments (PIA), Information Sharing Agreements (ISA) and other legislative requirements under FIPPA.

Records and Information Management & Archives

- Manages operations of the records and information management and archival processes and ensures all assigned projects and initiatives undertaken by the department are effectively completed.
- Develops and implements policies, procedures, guidelines and processes related to recorded information management and operations of the archives.
- Coordinates proactive dissemination of corporate information to the public via the website or other means in accordance with best practices and legislation.
- Identifies records and information management requirements and solutions within the framework of professional standards and established practices such as records retention and destruction according to the RCRS, legal review of the RCRS, future records management strategies and systems.
- Manages the EDRMS (Electronic Document and Records Management System) – Working with IT to obtain and utilize software that facilitates information management. Plan, implement, and identify recorded information holdings, rules and standards to manage and maintain information holdings.
- Measures and reports on the overall quality and health of the information management program and systems.

Other

- Chairs staff committees/working groups as required.
- Analyzes current operations, audit programs, and establish long range plans, contributing to the department work plans and corporate strategic plans.
- Oversees program area budget and provides annual budget submissions.
- Researches and writes reports as required.