



Making a difference...together

Leadership Opportunity

Manager, FOI and Privacy

Corporate Services – Information Services

Competition	20/011
Status	Exempt Management
Salary Range	\$99,930 to \$117,565 annually
Review of applications begins	4:00pm on February 10, 2020, but the position will remain open until filled.

Position Purpose

The Manager, FOI and Privacy oversees and coordinates the policies and processes related to the collection, storage, access, use and disclosure of corporate information, including protection of privacy, to ensure compliance with provincial Freedom of Information and Protection of Privacy (FOIPP) legislation. This role is responsible for administering access to information requests under FOIPP and leads the CRD's corporate privacy management program. Under the oversight of the General Manager, Corporate Services, this position is expected to act with considerable autonomy and holds a high level of decision-making authority within the CRD related to FOI and privacy.

Key Accountabilities / Position Outcomes

- Oversees access to information processes and freedom of information (FOI) requests
- Develops and seeks to continuously improve the corporate privacy management program to be appropriately responsive to organizational, technological and legal/regulatory changes over time
- Oversees the corporate privacy impact assessment (PIA) process
- Leads privacy breach and complaint investigations and response
- Provides corporate leadership, expertise and support on information access and privacy across departments and all levels of staff and management
- Oversees and participates in the mediation process on review files investigated by the Office of the Information and Privacy Commissioner (OIPC)
- Prepares briefings, reports, research and analysis on access and privacy issues and trends as required; reports quarterly to the Executive Leadership Team (ELT) and annually to the Governance and Finance Committee
- Identifies privacy-related risks for the corporate risk register, including recommended mitigation actions
- In consultation with Senior Manager, provides corporate leadership with regards to FOIPP initiatives, including developing bylaws, setting policies and standards, training & education opportunities
- Leads the development and implementation of FOIPP corporate standards and policies, including training and education
- Engages and coordinates with key stakeholders to promote effective alignment between technology, records and information management, security, privacy and business areas concerning changes to existing or proposed initiatives, including systems, projects, programs, policies, plans or other activities involving corporate information
- May respond, or coordinate response, to enquiries from Ombudsman's Office regarding administrative/procedural complaints received from the public
- Oversees section budget and coordinates annual budget submissions

Qualifications

Degree in Business or Public Administration, Information Management, Law or related field and six to eight (6-8) years of professional experience in privacy management and FOIPPA administration or an equivalent combination of education and experience. Experience working with oversight bodies such as the Office of the Information and Privacy Commissioner is preferred. Certification as a privacy professional is preferred (through the International Association of Privacy Professionals, the Privacy and Access Council of Canada or equivalent organization). Knowledge and familiarity in a local government setting is preferred.

Role-specific Knowledge, Skills & Abilities

- Considerable knowledge of FOIPP Act and Regulations and their application to corporate records and information
- Strong background in information technology to effectively address privacy requirements
- Considerable knowledge of legislation, rules and regulations governing this type of work
- Considerable knowledge of records and information management theories, principles, practices, methods, techniques and technologies
- Ability to effectively use relevant information resources such as OIPC orders and decisions
- Ability to effectively use established corporate records and information management systems and procedures
- Ability to effectively provide training, advice and assistance to others
- Ability to effectively supervise, assign and review the work of staff, including the work of staff supporting FOI and information services that may report outside of the job role
- Ability to review, develop, revise and implement standards and procedures related to the work and to develop and maintain procedural manuals and system documentation
- Well-developed interpersonal skills and a facility for establishing and maintaining effective working relationships with staff, elected officials and community representatives
- Demonstrated ability to deal with highly sensitive situations involving the exercise of utmost tact, diplomacy, judgement, and confidentiality
- Independent judgement and proven ability to take action as needed
- Demonstrated presentation and project management skills
- Strong computer and software skills, including Microsoft Office, Adobe Acrobat Professional
- Strong knowledge of Enterprise Document Management System such as SharePoint
- Excellent customer service skills
- A valid BC Driver's license is required

Applications

To apply for this exciting opportunity, please submit your resume and covering letter online at www.crd.bc.ca under "[Careers](#)".

The CRD wishes to thank you for your interest and advises that only those candidates under active consideration will be contacted.



Appendix – Leadership Profile

CRD Leaders are champions for creating an accountable, high performance, service oriented organization that makes a difference in our community. They pay attention to shifts and trends in an ever-changing and complex environment and think strategically to serve residents, businesses and local governments today while developing a sustainable organization for the future.

Leadership Summary:

Leaders at this level are generally recognized as fully qualified professionals who apply their in-depth knowledge and experience and best practice in their own discipline to respond to a wide range of moderately-complex and complex problems and situations. They interpret and respond to client needs and improve products or services in their own area. Working with minimal direction, they monitor and control costs within their own work, explain difficult issues to establish consensus, and promote teamwork, potentially coaching and guiding others.

CRD Leadership Competencies:

While CRD Leaders are accountable to all Leadership Competencies, the following have particular relevance to this position:

Sees the Big Picture

Understands and helps others see the complexity of the CRD environment, including:

- Identifies connections, relationships and possibilities between and within different parts of the CRD
- Considers the impact of actions on other areas and/or the whole organization
- Helps others to connect current actions with the vision and strategic goals of the CRD
- Reviews and adapts plans to take advantage of emerging opportunities and to address changes in other areas.

Is Accountable for Results

Aligns the people, resources and systems necessary to deliver business results, including:

- Takes personal accountability for actions and outcomes in own area of responsibility
- Delegates appropriately to achieve results
- Empowers others to be accountable by setting clear outcomes, checking-in regularly, and providing mentoring to ensure goals are met
- Celebrates individuals/teams successfully delivering outcomes

Understands the Politics

Uses an understanding of the complexity and nuances of own political arena (internal and external) to gain stakeholder support, including:

- Communicates relevant and timely information and alternatives to help stakeholders make decisions
- Anticipates barriers and motivators for stakeholder support
- Balances the nature of communication between informing and influencing
- Uses an understanding of timing to take the right action at the right moment to gain stakeholder support

****note:** internal stakeholders can include decision makers, those who allocate resources and/or superiors

Focuses on Service

Maintains a focus on service (internal and external) including:

- Solicits information and feedback from clients and uses it to continually improve service
- Ensures decisions and changes align with our core business and serve the client
- Models a personal commitment to making a difference for clients
- Empowers employees to be accountable by removing barriers to service
- Recognizes and rewards employees for finding ways to improve service

Builds Partnerships

Pulls people together to accomplish goals that could not be reached individually, including:

- Uses formal and informal networks to identify opportunities for collaboration
- Invites participation from diverse groups with common interests
- Balances consensus building skills with negotiation and influencing skills to achieve outcomes
- Empowers team members to take joint ownership of outcomes