



Classification:	Administrative Officer 24	Position:	00136769
Reports to:	Manager, IM/IT Service Delivery	Location:	Victoria
Organization:	Office of the Ombudsperson		

Job Overview

The Records Officer is a member of the Corporate Shared Services (CSS) information management and information technology (IM/IT) team that supports four independent offices of the Legislature (Office of the Ombudsperson, Office of the Information and Privacy Commissioner, Office of the Merit Commissioner and Office of the Police Complaint Commissioner). This position delivers a multi-media records and information management program, including classification, storage, security, inventory, retrieval and destruction. The Records Officer is a champion of Records and Information Management for the four client offices and partners with administrators and decision makers in each office who are responsible for the records management activities. This position is the leading role within CSS to influence change and bring awareness to the changing landscape of recorded information management, primarily the challenges of electronic information management and identifying solutions that are appropriate to those challenges.

Accountabilities

- 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.
- 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 relevant agencies regarding legislation and policy changes to contribute to ongoing development of national standards.
- Analyzes and appraises Offices' information assets to determine their ongoing corporate value.
- Serves as back-up approval authority for sign-off of Records Destruction Applications for the Offices'.
- Maintains the Administrative Records Management Systems (ARCS) for the Offices.
- Provides guidance to the Offices' on their Operational Records Management Systems (ORCS).

- Liaises with the Government Records Officer assigned to the Offices for receiving information about change and awareness.
- Supports the development of Privacy Impact Assessments and Security Threat and Risk Assessments.
- Oversees the front desk operations and ensures effective coverage levels and communication to client offices.
- Supervises staff including assignment of work, development and evaluation of performance plans and approval of leave.

Qualifications and Competencies

- Degree, diploma, or certificate related to records management or equivalent. For example, archival studies, information management, public administration, or a related field.
- Minimum 1 year experience interpreting and applying legislation and policy related to records management.
- Minimum 1 year or more of experience supervising staff.
- Experience with electronic records management databases.
- An equivalent combination of education and experience may be considered.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRRA) 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).

Preference may be given to applicants with:

- Experience managing relationships with contracted service providers, which may include providing services in accordance with legislation and policy.
- Experience with change management and implementing project deliverables.
- Experience in the BC Public Service.
- Applicants who self-identify as First Nations, Métis, Inuit and/ or are Indigenous, Black or racialized, women, 2SLGBTQ+, people with diverse gender identities or expressions, and/or people with disabilities.

Knowledge, Skills and Abilities:

- Knowledge of the Information Management Act and related policies and procedures. (e.g. Canada Evidence Act, Crown Proceeding Act, Electronic Transactions Act, Document Disposal Act, Freedom of Information and Protection of Privacy Act, Interpretation Act).
- Knowledge of Generally Accepted Recordkeeping Principles.
- Ability to learn existing records management database.
- Ability to present technical records information in a way that can be understood by non-subject matter experts.
- Ability to plan, organize and execute projects.

- Knowledge of Microsoft computer applications including Outlook, Word, Excel, etc.
- Ability to demonstrate commitment to diversity, equity, inclusion, reconciliation, and accessibility and contribute to fostering inclusion in the Office.

Competencies

Indigenous Relations Behavioural Competencies:

The Indigenous relations behavioural competencies help the BC Public Service improve our individual and collective abilities to work effectively with the Indigenous peoples of B.C. The successful applicant will demonstrate experience and/or thinking, attitude, approach and behaviours illustrating potential with respect to the following 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.
- **Sustained Learning and Development** means continually increasing your ability to build and maintain respectful and effective relationships with Indigenous peoples. 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.
- **Self-Discovery and Awareness** means understanding one's thoughts, feelings, values, and background and how they impact the success of the interaction and relationship, or how they may influence one's work. It is recognizing one's own biases by tracing them to their origins, through reflection and by noticing one's own behaviour—and then intentionally seeking a way forward that positively impacts the interaction and relationship. It means maintaining new ways of thinking and acting when situations become difficult or uncertain, or in times of urgency.

[Learn more about the Indigenous relations behavioural competencies.](#)

Behavioural Competencies:

Behavioural competencies describe the essential skills and attributes expected of all BC Public Service employees. The successful applicant will demonstrate experience, knowledge and/or ability with respect to the following behavioural competencies:

- **Change Management** is the ability to support a change initiative that has been mandated within the organization.
- **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.

[Learn more about behavioural competencies for all staff in the BC Public Service.](#)

BC Ombudsperson - BC's Independent Voice for Fairness

<http://www.bcombudsperson.ca/>

Office of the Merit Commissioner - <http://www.meritcomm.bc.ca/>

Office of the Police Complaint Commissioner - <https://www.opcc.bc.ca/>

Office of Information and Privacy Commissioner - <http://www.oipc.bc.ca/>