



Classification: Band 2	Position: 00145791
Reports to: Digital Fairness Specialist	Location: Victoria
Organization: Office of the Ombudsperson	

Job Overview:

The Digital Fairness Officer supports the development and implementation of the office's Digital Fairness Initiative related to the use of automated decision-making systems and artificial intelligence (AI) in public service delivery in alignment with the office's guiding principles and commitments to accessibility, reconciliation and diversity, equity and inclusion. The Digital Fairness Officer works collaboratively with team members to provide guidance to public bodies to safeguard the principles of administrative fairness in decision making, and supports the office's teams to investigate, recommend, and implement remediation approaches where people are adversely impacted by unfair or unreasonable AI-generated or AI-informed public authority decisions.

Accountabilities:

Policy and Program Development, Implementation and Evaluation

- Implements the Digital Fairness Initiative within the office and supports adoption of internal training and guidance resources related to algorithmic decision-making by investigations staff in their daily work.
- Provides expert guidance on investigative files that may be related to public service delivery using AI or automated decision-making systems.
- Prepares memos, investigative findings and case studies regarding complaints involving AI to support the office's ongoing work and knowledge of ethical and fair administrative practices related to the use of automated systems.

External Consultation, Training and Capacity Building

- Consults with public bodies including preparing materials on policy development and the ethical use of AI related to the fair administration of public services and programs within the Ombudsperson's jurisdiction.
- Supports engagement logistics and learner feedback in the delivery of sessions to public bodies and stakeholder groups specific to the ethical and fair use of AI in administrative decision-making.
- Provides expert input during external consultations with government working groups on AI policy and through attendance to conferences on algorithmic accountability.
- Develops training and guidance materials that build capacity among office staff and public sector authorities on AI-related issues.

Research and Data Analysis

- Conducts research and analysis on public sector digital fairness policies, guidance and risk assessment tools.
- Maintains and manages AI-related complaint data in an electronic case tracking system and identifies trends and systemic issues for potential systemic investigations.
- Proposes strategies for public authorities that are compliant with leading benchmarks, responsible use of AI policies, and similar future frameworks across the broader public sector with reference to evolving global standards on AI governance and digital ethics
- Contributes to public reports the Ombudsperson issues related to digital fairness in the public sector.

Organizational Effectiveness

- Builds the office's capacity to handle algorithm-related maladministration and collaborate with other oversight bodies (e.g., information and privacy commissioner) on aligning investigative methods and technical knowledge-sharing.
- Develops and maintains collaborative, professional relationships with authorities, colleagues, other Ombuds offices, and independent offices of the legislature.

Qualifications and Competencies:

Education and Experience:

- Completion of a post-secondary degree in a related field (e.g., Technology and Policy, Law, Public Administration, Data Science or AI Ethics, Computer Science, etc.)
- Minimum of two years of investigative experience or two years of experience responding to or assisting with complaints about government services or programs, including but not limited to complaints or investigations that involved emerging technology related issues. Investigative skills may include the following skillsets:
 - Analyze fact patterns
 - Gather information and evidence using a variety of techniques and sources
 - Test or corroborate information and evidence
 - Evaluate information and evidence in the context of applicable law and policy
 - Generate principled and practical solutions to complex problems
 - Persuade parties to adopt a course of action
 - Make formal decisions and communicate written reasons for decisions
 - Manage a high volume of complex cases
- Experience planning and running events or training and speaking to diverse interest groups.
- An equivalent combination of education and experience may be considered. Equivalent combination of education and experience may include the following:

- Experience and familiarity with emerging technologies or a demonstrated interest in AI laws and regulations.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check (completed if an offer of employment is made).

Preference may be given to:

- Applicants who self-identify as First Nations, Métis, Inuit and/or Indigenous, Black or racialized, 2SLGBTQ+, people with diverse gender identities or expressions, and/or people with disabilities.
- Familiarity with government operations and public administration, including but not limited to understanding of public service decision-making processes to assess the potential adoption of responsible AI or automated decision-systems systems as these applications continue to emerge.
- Applicants with experience researching, assessing, and analyzing information for an oversight or investigative body and writing analytical memos or reports.
- Applicants with hands-on involvement in an AI or data analytics project (e.g., participation in a machine learning model development, data analysis project, or AI ethics committee in an organization).
- Applicants with experience facilitating training sessions or presentations.

Proviso:

- Demonstrated commitment to anti-racism.

Knowledge, Skills and Abilities:

- Knowledge and understanding of the principles of administrative fairness and natural justice and their application.
- Knowledge of the *Ombudsperson Act* the *Public Interest Disclosure Act* and role of the Ombudsperson.
- Knowledge of the Office of the Ombudsperson and the environment in which it operates.
- Knowledge of the organization, structure and operation of provincial and local government in British Columbia.
- Knowledge and understanding of AI terminology, principles and applications and ability to communicate them in an effective, clear manner using plain, inclusive language.
- Ability to impartially conduct complex investigations.
- Ability to effectively manage a caseload to deliver timely and appropriate results using an electronic case tracking system.
- Ability to reference, interpret and apply complex legislation, regulations and policies.

- Ability to demonstrate commitment to diversity, equity, inclusion, reconciliation and accessibility and contribute to fostering inclusion in the office.
- Ability to contribute to a psychologically safe workplace in support of mental health and well-being.
- Ability to maintain high standards of impartiality, respect and service delivery to the public and public authorities we serve.
- Ability to exercise discretion in the approach to problems and people.
- Ability to influence, persuade or convince others to adopt a specific course of action.
- Ability to communicate orally and in writing in an effective and clear manner at an appropriate level and in the most effective format, including presentations and public reports.

Competencies:

Behavioural Competencies:

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

- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying underlying complex issues. This is based on verification of the validity or accuracy of all information.
- **Information Seeking** is driven by a desire to know more about things, people or issues. It implies going beyond the questions that are routine or required in the job. It may include "digging" or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental "scanning" for potential opportunities or miscellaneous information that may be of future use.
- **Commitment to Continuous Learning** involves a commitment to think about the ongoing and evolving needs of the organization and to learn how new and different solutions can be utilized to ensure success and move the organization forward.
- **Problem Solving and Judgment** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions
- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance; an objective measure; challenging goals that one has set; or even improving or surpassing what has already been done.

Applicants may review [behavioural competencies](#) for all staff in the BC Public Service.

Indigenous Relations Behavioural Competencies:

The Indigenous relations behavioural competencies help the Office of the Ombudsperson improve its 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 peoples. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.
- **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.

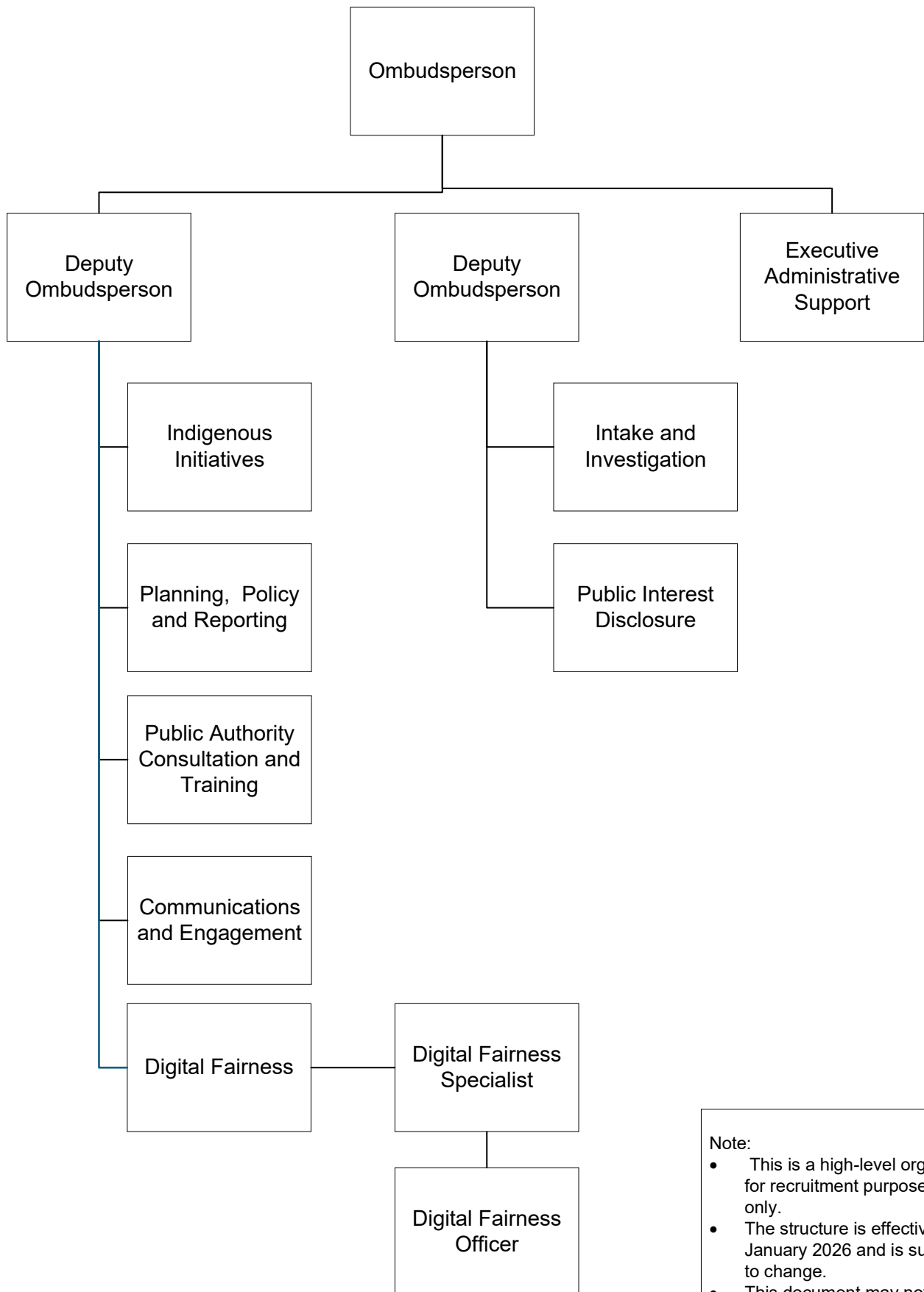
Applicants may review the [Indigenous relations behavioural competencies](#).

BC Ombudsperson

Fairness and Accountability in British Columbia's Public Services

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

Office of the Ombudsperson



Note:

- This is a high-level org-chart for recruitment purposes only.
- The structure is effective January 2026 and is subject to change.
- This document may not be compatible with screen readers. Please contact us if you have questions about the organizational structure.