

Manager, Information Management (*permanent, full-time*)

ABOUT THE POSITION

The Manager, Information Management is responsible for the planning, analysis, development and coordination of SkilledTradesBC's policies and procedures in relation to the collection, use, disclosure and retention of information, including personal information. The Manager ensures SkilledTradesBC is adhering to applicable requirements for information management noted in acts (but not limited to) such as:

- included in the Freedom of Information and Protection of Privacy Act (FOIPPA),
- Information Management Act (IMA),
- Accessible B.C. Act, and
- the Skilled Trades BC Act.

The Manager assesses the impact of FOIPPA, IMA, and Skilled Trades BC Act on the development of current and proposed SkilledTradesBC programs and services; creates policies and processes to ensure requirements are met; and provides interpretation and direction to SkilledTradesBC employees on complex, sensitive Privacy and Information Management access cases.

This position is based out of our Richmond Head Office.

Eligible candidates must reside in the Lower Mainland.

RESPONSIBILITIES/ACCOUNTABILITIES

Program Development:

- Leads the development of policies, processes, procedures and practices related to information management ensuring compliance with legislative requirements and effective and efficient internal communications and organizational knowledge management.
- Establishes and oversees SkilledTradesBC's privacy management program including ensuring all aspects of privacy management are sound, centralized and communicated effectively such as privacy breach recognition, reporting and response for the organization.
- Identifies risks and develops mitigation strategies; directs the organization on the management of personal information and provides advice to executive and senior leadership team members.
- In cases of a privacy breach, investigates, documents and takes appropriate remedial action; works with Director and Executive in managing the breach and reputational response as required.
- Liaise with government and independent bodies, as required, on matters related to information access, protection of personal information, and other matters.
- Establishes processes and practices to enable public accessibility related to SkilledTradesBC's data and information requests.

Records Management:

- Develops and implements organizational wide approach to records management
- Analyzes and recommends records management technology for use across the organization
- Leads SkilledTradesBC Directors and Managers, in the development of records infrastructure including identifying record types, schedules and retention periods
- Develops organizational wide records management policies and procedures
- Supports the development of IT Records Centre infrastructure, operation and use by all staff
- Determines and assigns as required document disposal terms and methods

Program Management:

- Leads senior management and departments in the development of Privacy Impact Assessments including analyzing initiatives against appropriate legislative sections, ensuring adhere to requirements related to storage and access, identifying project risks and mitigation strategies, establishing security measures and other applicable analysis.
- Negotiates the terms of Information Sharing Agreements (ISAs) including identifying legislative provisions regarding collection, disclosure, and use and establishes terms such as compliance monitoring, information/data security and investigation.
- Clarifies and interprets requests for information from the public, industry associations, training providers and other key SkilledTradesBC partners and responds appropriately.
- Acts as key contact for SkilledTradesBC related to the management information (including personal information) and records.
- Develops and delivers education and training to the organization on information, privacy, records management, electronic Records Centre and related matters.

Change Management:

- Assesses change readiness and identifies key stakeholders as it relates to Information Management program enhancements
- Develops and implements change management plans for Information Management projects or change initiatives acknowledging all aspects of change - analysis, plan, implementation, communication and other associated change considerations
- Prepares impact analyses and evaluation of the actual impact of changes arising to the organization from Information Management projects
- Close collaboration with Management and Senior Leadership teams to integrate Information Management change activities into existing project plans and embed updated processes within business operations

EDUCATION/EXPERIENCE

- A post-secondary education in Public Administration or Business is required; combination of education and work experience will be considered
- Chartered Access and Privacy Professional (CAPP) Certification is preferred
- 5 years' experience at a management level developing privacy policies and protocols of the Provincial government.
- Knowledge of FOIPPA, associated regulations, and policies and procedures related to the collection, use, disclosure, retention and destruction of information
- Knowledge of decisions of the Office of the Information and Privacy Commissioner of British Columbia is an asset
- Knowledge of court decisions pertaining to privacy matters is beneficial
- Project Management experience is required
- Developing briefings for executive management/boards
- Developing and establishing organizational management/process
- Developing and delivery FOIPPA related training
- End-to-end change management experience
- Knowledge and experience in change management techniques and communications
- Hands-on experience identifying problems at an early stage and implementing effective solutions
- Strong verbal and written communication and ability to influence decisions at both strategic and operational levels
- Change management qualification (e.g. PROSCI, Kotter, ADKAR) is an asset
- High attention to detail and effective communication skills to respond to clients through in-person, phone and email requests
- Ability to work independently under broad direction, including completing day to day priorities
- Ability to exercise tact, diplomacy, confidentiality, and discretion as required for sensitive departmental and corporate matters

WHO WE ARE

SkilledTradesBC is a crown agency that is responsible for leading and coordinating the skilled trades training and credentialing system for the province. SkilledTradesBC provides strategic leadership, policy support and customer services to help apprentices, employers and industry. SkilledTradesBC sets program standards, maintains credential records and issues the highly regarded Interprovincial Red Seal and B.C. Certificate of Qualifications (C of Q) credentials.

Join SkilledTradesBC and be part of a highly engaged organization that is named one of BC's Top Employers and certified Great Place to Work!



COMPENSATION

Annual Salary Band F: \$97,325 – \$131,675

SkilledTradesBC offers a highly competitive benefits package and perks which include:

- Hybrid work schedule, floater days, and a 37.5 hour work week
- Eligible for pension contributions
- Lifestyle Spending Account, In-house Gym Amenities
- Extensive Extended Health and Dental Plans that are 100% employer paid

HOW TO APPLY

If this sounds like you, we look forward to hearing from you! Submit your cover letter and resume (single PDF format) by the closing date on our careers page by email to humanresources@skilledtradesbc.ca. Be sure to include your name and the position you are applying for in the subject line, or your application may not reach the appropriate person.

At SkilledTradesBC, we are committed to diversity and inclusion to ensure that everyone can be their best, authentic self at work. We strive to remove barriers that affect marginalized communities in our recruitment processes. We encourage all qualified applicants to apply.

We kindly ask that applications be sent by email only – no fax or mail applications – and we ask for no phone calls please. Due to the high number of applications the SkilledTradesBC receives, only applicants who are selected for an interview will be contacted.

SkilledTradesBC currently operates in a hybrid work environment which encompasses working remotely and in-office.

SkilledTradesBC is committed to providing a healthy and safe environment for all its employees and recruitment candidates.