

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

1. Project and Initiative Delivery - Projects (e.g., digitization, system changes, or large-scale transfers/dispositions) are executed in a compliant, efficient, and coordinated manner.

2. Artificial Intelligence (AI) and Emerging Technologies - Ensure responsible and effective use of AI and emerging technologies support improved efficiency, consistency, and insight in records management and disposition practices.

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Information Management (IMA) Advisor is responsible for providing records and information management advisory and support services to ministries and programs supported across the province. The Advisor delivers these services through training, consultation, and the provision of specialized expertise

and technical advice. Services are provided in accordance with the Government Organization Act, applicable records and information management legislation and regulations, and the Access to Information Act (ATIA) and Protection of Privacy Act (POPA). The objective of these services is to support ministries in maintaining effective and efficient records and information management practices, enabling timely access to information to support sound business decisions.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. Enable Compliant Records Retention, Disposition, and Storage Oversight - Oversees records retention, disposition, and storage activities to ensure compliance with applicable legislation, Government of Alberta and Ministry information management policies, standards, procedures, approved Records Retention and Disposition Schedules (RRDS), and contractual obligations.

Activities:

- Provides expert procedural guidance and advisory support to program areas on the interpretation and application of approved Records Retention and Disposition Schedules, including completion of disposition and transfer documentation in accordance with enterprise and ministry standards.
- Reviews and authorizes the secure and compliant destruction of transitory records in alignment with GoA policy and legislative requirements.
- Reviews and approves requests for records transfers to secure off-site storage and final disposition, ensuring inventories meet legislative, policy, and metadata requirements.
- Identifies requirements for the development, amendment, and implementation of Records Retention and Disposition Schedules, and provides subject-matter input to ensure alignment with legislation, operational needs, and ministry program standards.
- Provides direction and assistance to program areas in locating inactive and closed records required to support ongoing business, legal, audit, or operational needs.

2. Information and Records Management Training and Awareness - Contributes to the development and delivery of ministry-wide information and records management (IM/CM) training and awareness initiatives to ensure compliance with legislation, GoA policy instruments, standards, and contractual requirements.

Activities:

- Provides input into, and delivers, information and records management training to ministry program areas, and various contracted service providers.
- Designs and delivers targeted or ad hoc training sessions to address specific program needs, changes in legislation, operational risks, or compliance gaps.
- Provides timely guidance and advisory services to ministry staff, and contracted agencies on the application of the Access to Information Act and Protection of Privacy Act, as they relate to information lifecycle management, access, collection, use, disclosure, and protection of personal and sensitive information.

3. Advisory and Consulting Services- Provides advisory, consultative, and subject-matter expertise to ministry program areas, and contracted agencies to promote effective, compliant, and sustainable information and records management practices aligned with GoA enterprise standards and legislation.

Activities:

- Advises program areas on the interpretation and impact of existing and proposed legislation, regulations, and policy instruments related to information and records management, identifying risks, implications, and mitigation strategies.
- Provides guidance on operational planning related to records and information management, including workforce planning, resource allocation, and budget input for records-related equipment, supplies, and facilities.
- Supports the evaluation and engagement of external vendors by providing input on records storage solutions, equipment specifications, life cycle costs, and suitability for operational requirements.
- Diagnoses and resolves complex records and information management issues impacting program delivery, ensuring timely and compliant solutions.
- Identifies requirements for, and supports the development and implementation of, program-specific Records Classification Systems aligned to GoA functional classification models.
- Provides expert advice and guidance to First Nations and contracted agencies in developing and

maintaining records and information management policies, procedures, and systems for records created or maintained under contract.

4. Monitoring, Appraisal, and Continuous Improvement - Conducts regular monitoring, appraisal, and evaluation of records and information management practices to assess compliance, effectiveness, efficiency, and risk, and recommends continuous improvement initiatives.

Activities:

- Conducts formal, periodic appraisals of ministry program area records and information management practices to assess conformity with legislation, policy, security, integrity, and operational requirements, and prepares written reports with findings and recommendations.
- Performs appraisals of contracted agencies records management practices to evaluate compliance, integrity, security, and alignment with ministry and contract requirements.
- Assesses the management of records created and maintained as part of contracted service delivery and provides assurance to ministry management through documented findings and recommended corrective actions.
- Conducts follow-up reviews to confirm identified deficiencies have been addressed and improvements have been effectively implemented.

5. Support Project and Initiative Delivery (Including Digitization and Modernization Efforts - Projects involving records (e.g., digitization, system changes, or large-scale transfers/dispositions) are executed in a compliant, efficient, and coordinated manner.

- Participate in or support records-related projects, including digitization, system modernization, or large volume disposition initiatives.
- Apply records management standards and requirements within project contexts to ensure compliant outcomes.
- Assess records impacts of proposed changes to systems or processes and provide recommendations.
- Support the development of project documentation, including requirements, procedures, and risk considerations.
- Coordinate with internal teams, ministries, and vendors to ensure alignment and consistent execution. Identify and flag risks related to retention, disposition, or information governance in project environments.

6. Provide Operational Oversight, Guidance, and Knowledge Transfer - Staff and stakeholders are equipped with the knowledge and guidance required to perform records management activities consistently and in compliance with enterprise expectations.

- Provide day-to-day guidance and clarification to team members and stakeholders on procedures, standards, and requirements.
- Support on-boarding and training of new staff or ministry contacts in records management practices.
- Review work outputs (e.g., transfers, classifications, disposition packages) for accuracy and completeness.
- Reinforce compliance expectations and correct errors or inconsistencies through coaching and feedback.
- Contribute to the continuous improvement of training materials, SOPs, and knowledge resources.
- Act as a subject matter resource for operational and procedural questions within the team.

7. Artificial Intelligence (AI) and Emerging Technologies - Ensure responsible and effective use of AI and emerging technologies supports improved efficiency, consistency, and insight in records management, while maintaining compliance with legislative, privacy, and information governance requirements.

- Support the evaluation and use of AI enabled tools (e.g., disposition, retention, metadata extraction, search optimization) within records management processes.
- Identify opportunities where automation or AI can improve efficiency, accuracy, or consistency in records lifecycle activities.
- Ensure that AI-related practices align with ATIA, POPA, and enterprise information governance standards.
- Assess risks related to privacy, data integrity, and inappropriate use of automated tools and escalate as required.
- Collaborate with technology teams to support implementation and refinement of digital records solutions.
- Contribute to the development of guidance on responsible use of AI in records and information

Problem Solving

Typical problems solved:

The Info. Management Advisor operates in a complex, evolving environment where problems are often non-routine, involve multiple stakeholders, and require balancing legislative compliance, operational constraints, and modernization priorities. Work within Transfers, Storage and Disposition (TSD) is characterized by:

- High volume, high risk records handling activities
- Ambiguity in classification and retention applicability
- Increasing pressure from digitization and system modernization initiatives
- The need to integrate physical and digital records environments
- Frequent interaction with ministries under varying levels of operational maturity

Problem solving requires analytical thinking, interpretation, and sound judgment, particularly in situations where information is incomplete, constraints conflict, or precedent is unclear.

1. **Misalignment Between Records Practices and Retention Schedules:** Records received do not align with approved retention schedules or are incorrectly scheduled. Requires interpretation of schedules, clarification with ministries, and recommendation of appropriate actions.

2. **High-Volume Operational Pressures with Compliance Requirements:** Large-scale transfers or disposition activities must be completed under tight timelines while maintaining compliance and chain of custody. Requires prioritization, sequencing, and risk-based decision-making.

3. **Handling Records Across Multiple Environments:** Records must be managed across physical storage, ministry locations, and digital systems, each with different controls and limitations. Requires adapting processes while maintaining compliance with ATIA, POPA, and security requirements.

4. **Supporting Modernization and Digitization Initiatives:** Ministries seek to digitize records or transition processes without clear alignment to retention, classification, or governance requirements. Requires assessing impacts, identifying gaps, and advising on compliant approaches.

5. **Managing Sensitive or Restricted Records:** Records subject to litigation holds, audits, or high-profile initiatives require careful handling and verification prior to action. Requires validation of authority, documentation, and alignment with legal and policy requirements.

6. **Evaluating Emerging Technologies (Including AI) in Records Processes:** New tools or automated solutions (e.g., classification support, metadata extraction) are introduced without established controls. Requires assessing accuracy, identifying risks, and recommending appropriate safeguards or limitations.

Types of guidance available for problem solving:

Problem solving is supported by a combination of formal guidance, internal resources, and professional judgment, including:

Formal Guidance:

- Access to Information Act (ATIA)
- Protection of Privacy Act (POPA) Records Management Regulation
- Approved Records Retention and Disposition Schedules
- Government of Alberta standards, policies, and directives

Operational and Internal Guidance:

- Standard Operating Procedures (SOPs) for TSD activities
- Established processes for transfers, storage, and disposition
- Internal tools and systems for tracking, classification, and inventory management
- Historical records and precedents from similar cases

Subject Matter and Escalation Supports

- Consultation with Team Leads for complex interpretation or non-standard scenarios
- Engagement with ministry contacts to clarify context or requirements
- Collaboration with legal or policy stakeholders where required

Professional Judgment

- Applied where guidance is unclear, incomplete, or does not fully address the situation
- Required to assess risk, determine when to proceed, and identify when escalation is necessary

Direct or indirect impacts of decisions:

Direct Impacts

- Ensures records are securely handled, tracked, and disposed of appropriately
- Maintains compliance with ATIA, POPA, and retention schedules
- Supports accurate and timely service delivery to ministries
- Preserves chain of custody and integrity of records

Indirect Impacts

- Protects the organization from legal, privacy, and reputational risk
- Supports audit readiness and defensibility of records decisions
- Contributes to effective information governance across ministries
- Enables successful modernization by ensuring records requirements are embedded in new processes and systems

Consequences of Error

- Unauthorized or premature destruction of records
- Privacy breaches or non-compliance with legislation
- Loss or mismanagement of government information
- Increased operational inefficiencies or rework
- Potential reputational or legal exposure to the organization

Key Relationships

Major stakeholders and purpose of interactions:

The Records Advisor maintains and develops relationships with a wide range of internal and external stakeholders to support the effective delivery of Transfers, Storage and Disposition (TSD) services. Interactions are both operational and advisory in nature, requiring the ability to communicate clearly, provide defensible guidance, and support consistent application of records management practices across ministries. Stakeholder engagement is a critical component of the role, as it directly influences compliance, service delivery, and successful implementation of records management and modernization initiatives.

1. Ministry Clients (Program Areas and Operational Contacts):

- Provide advice and guidance on records lifecycle management, including classification, retention, transfer, storage, and disposition.
- Support ministries in aligning their practices with approved retention schedules and legislative requirements (ATIA, POPA)
- Clarify requirements and resolve issues related to records submissions, digitization efforts, and operational processes
- Collaborate on project activities, including large-scale transfers, digitization initiatives, and disposition planning
- Ongoing and collaborative; requires the ability to translate standards into practical, operational guidance and to manage varying levels of records management maturity across ministries.

2. Ministry Executive and Senior Contacts (e.g., ED, ADM, DM)

- Support processes requiring formal approval or authorization (e.g., disposition sign-off)
- Provide clarity on requirements where records decisions carry legal, audit, or reputational implications
- Facilitate resolution of issues involving sensitive records (e.g., litigation-related or high-profile record sets)
- Periodic but high-impact; requires clear, concise, and defensible communication, particularly where decisions influence compliance and accountability.

3. Internal ECM Branch (Team Leads, Supervisors, and Colleagues)

- Collaborate on resolving complex or non-standard records management issues
- Share knowledge, best practices, and interpretation of policies and retention schedules
- Support consistent application of TSD procedures across teams and portfolios
- Participate in problem solving and escalation where enterprise alignment is required
- Highly collaborative; supports consistency, quality control, and continuous improvement across services.

4. Records Centre Operations and Vendor Partners (e.g., ARC, contracted storage providers):

- Coordinate records transfers, storage, retrievals, and disposition activities
- Address operational issues related to tracking, inventory, and handling of records
- Ensure processes align with security, handling, and chain-of-custody requirements
- Operational and process-driven; requires accuracy, attention to detail, and timely communication to maintain service levels and record integrity.

5. Policy, Legal, and Information Management Partners:

- Seek clarification or guidance on legislative interpretation (ATIA, POPA) or policy requirements
- Align operational practices with enterprise policies, standards, and directives.
- Support assessment of risks related to privacy, compliance, or information governance
- Consultative; used for complex or high-risk issues requiring interpretation beyond standard procedures.

6. Technology and Modernization Stakeholders (e.g., IMT teams, digital solution teams)

- Provide input on records management requirements for systems, tools, and modernization initiatives
- Assess impacts of digital transformation on records lifecycle management
- Support integration of records requirements into system design and implementation
- Advisory and forward-looking; ensures that modernization initiatives align with records management and governance requirements.

7. Cross-Government Committees and Working Groups (as applicable):

- Contribute to enterprise discussions on records management practices, modernization, and policy direction
- Share operational insights and identify trends or common challenges across ministries
- Support development of enterprise approaches, tools, or standards
- Collaborative and strategic; supports alignment and knowledge sharing across government.

Key Relationship Considerations:

Stakeholder interactions often require balancing operational efficiency with legislative compliance. Communication must be clear, accurate, and defensible, particularly where decisions impact retention, disposition, or privacy. The role requires adaptability when working with stakeholders at varying levels of knowledge, authority, and operational readiness. Strong relationships contribute directly to successful service delivery, risk mitigation, and modernization outcomes.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Public Administration		

If other, specify:

Job-specific experience, technical competencies, certification and/or training:

The Records Advisor requires progressively responsible experience in records and information management, with a focus on operational delivery, advisory services, and support for modernization initiatives within a complex, multi-stakeholder environment.

Knowledge

- Principles of business analysis and process improvement, with an understanding of how to apply them in project coordination.
- Familiarity with Government of Alberta (GoA) information management policies, standards, and retention/disposition guidelines.
- General knowledge of information lifecycle management and its role in supporting compliance and operational efficiency.
- Awareness of enterprise content management systems and digital tools, including Microsoft 365 (M365).
- Understanding of change management concepts and their application in transitioning from paper-based to digital processes.

Skills and Abilities

- Strong communication skills to explain processes clearly and deliver training to business areas.
- Ability to collaborate effectively with internal teams, vendors, and stakeholders to support project objectives.
- Writing skills for preparing user guides, training materials, and status updates.
- Problem-solving and analytical skills to identify issues, validate data, and recommend practical solutions within established guidelines.
- Ability to act as a liaison between business areas and technical teams, ensuring accurate translation of requirements.
- Adaptability and willingness to learn new technologies and processes to support modernization initiatives.

Certification and Training

- Training or coursework in information management, records management, or change management is desirable.
- Familiarity with project coordination tools and methodologies is an asset.
- Proficiency with Microsoft 365 (M365) applications and basic knowledge of enterprise content management systems is advantageous.
- Professional certifications (e.g., AIRM Electronic Records Management, Certified Information Professional) are considered assets but not mandatory.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<p>Develops innovative solutions to complex information management challenges by leveraging analytical tools and best practices. Designs workflows to streamline data transfers, implementing metadata standards for improved searchability. Creates strategies to optimize storage and disposition processes while ensuring compliance with legislative/organizational requirements.</p>
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and 	<p>Adapts quickly to shifting priorities, emerging technologies, and evolving project requirements in the information management landscape. Demonstrates flexibility in responding to urgent requests, integrating new data governance standards,</p>

		<p>support to change appropriately</p> <ul style="list-style-type: none"> • Works creatively within guidelines 	<p>and adjusting project plans to maintain continuity and accuracy in records and information systems</p>
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<p>Maintains a strong focus on achieving project milestones and organizational objectives by applying rigorous information management principles. Ensures timely delivery of initiatives such as data migration, retention schedule implementation, and system upgrades, while consistently meeting quality standards and regulatory obligations.</p>
Systems Thinking	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	<p>Analyzes interdependencies across information systems, business processes, and stakeholder needs to design integrated solutions. Considers the full lifecycle of records and data—from creation to disposition—when developing strategies that enhance data integrity, accessibility, and operational efficiency across the organization.</p>

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.