

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:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Director, Privacy Policy and Services, this position leads a team of professional and administrative staff in the delivery of privacy services to support Government of Alberta departments, agencies, boards and commissions. These services include but not limited to the delivery of privacy impact and risk assessments, responses to privacy breaches, providing general privacy advice, managing privacy issues, provide privacy training, and engaging with key partners. The position leads, coaches and develops staff, and manages issues and challenges related to service delivery and unit resource allocation.

The Manager, Privacy Services works collaboratively with senior leadership in their respective assigned public bodies by providing timely and strategic advice, establishing best practices, and implementing privacy management tools and processes to support the delivery of services in a way that ensures compliance with the privacy requirements of the *Freedom of Information and Protection of Privacy (FOIP) Act*.

Responsibilities

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

1. Provide leadership and management to a team of professional and administrative staff in the delivery of privacy services for the assigned public bodies that ensure compliance with the FOIP Act:
 - Plans and manages efficient and effective use of resources to achieve goals and priorities.
 - Responds to each applicant openly, effectively, and completely.
 - Makes decisions as delegated by the head of the public body.
 - o Related to the administration of privacy requests (e.g., content of a response).
 - Ensures privacy requests are processed in alignment with Service Alberta best practices and processes.
 - Provides recommendation and analysis to senior leadership regarding various requests.
 - Conducts analysis and provides advice to public body staff on formal and informal requests.
 - o Reviews supported public bodies' activities or program for compliance with FOIP legislation.
 - o Advises supported public bodies on the rules in the FOIP Act related to the collection, use and disclosure of personal information through consultative services.
 - Provides guidance and direction to the public body on privacy matters including: complaints, incident response, investigations, and privacy impact assessments.
 - o Reviews legislative authorities, policies, and processes.
 - o Provides recommendations on response, containment, rectification, notification, and remediation to ensure reasonable measures are implemented to protect privacy and prevent future incidents.
 - Supports the public body in responding to any reviews, inquires and investigations before the Information and Privacy Commissioner.
 - o Prepares responses, briefs and recommendations to be approved prior to submission to the Commissioner and steps to enable the public body to comply with orders and investigation reports issued by the Commissioner.
 - Ensures accountabilities under the FOIP Act are communicated to public body staff through various methods including training, awareness sessions, and other education programs.
2. Provide leadership in the management of sensitive and potential controversial privacy requests for public bodies:
 - Provides advice on potential strategies.
 - Recognizes when legal advice is required and consult with assigned legal counsel and others as required by the FOIP delegation.
 - Escalates matters as needed to the Director, Privacy Policy and Services, and Executive Director, and through regular and ad hoc meetings.
3. Coaching and Development of Staff:
 - Motivates and encourage staff to develop a culture of respect and trust, achieve success.
 - Supports employee learning needs and developmental opportunities.
 - Mentors, coaches and provides constructive feedback to direct reporting staff.
 - Involves staff in the development of operational plans.
 - Conducts performance assessments and review with staff.
 - Communicates, supports and encourages a safe, healthy and respectful workplace.
4. Other related duties as assigned by management.
 - Create and maintain a high-performing team and an engaged workplace.
 - Manage administrative functions such as human resources and workload.
 - Manage issues and challenges related to service delivery and unit resource allocation.

Problem Solving

Typical problems solved:

The primary business function is to provide privacy services to supported public bodies. It is necessary to assess and act on the delivery of services required to clients and stakeholders. This requires the ability to manage multiple priorities simultaneously while meeting difficult timelines. Operational problems can be complex and there are ongoing challenges to determine priorities and resource allocations, while preserving and maintaining a high degree of accuracy, objectivity and quality service. Scrutiny on

the unit is high with a very small margin of error. FOIP requirements regularly compete against other priorities and pressures within public bodies, creating challenging situations to enable the public body to achieve compliance with the FOIP Act.

Types of guidance available for problem solving:

A high level of acumen, integrity, agility and composure is required to provide timely advice to the team and leadership while leading and engaging staff through high pressure situations. Problem solving relies on the ability to understand privacy legislation and its intersection points with the various program legislation that the organizations operate under. These things need to be balanced with the ability to offer a pragmatic and easily understood response that meets the needs of the organization in an appropriate manner. Examples often come up where the resolution depends on an understanding of not only the legislation but also of the context in which it is being considered and applied.

When solving problems, the Manager considers opportunities, risks, and potential impacts, within the context of existing legislation, regulations, policies and procedures in order to achieve the objective in the most efficient and effective manner. A network of contacts across the branch, division, department, and in other ministries contribute to assessing opportunities and risks. Past precedents and practices, professional experience, knowledge of government operations and broader direction provided by the Director are also sources of guidance.

Some solutions may require the development or reorganization of information, while others will require clarification of existing requirements. The Manager works with team members to synthesize, prepare and evaluate multiple inputs to produce innovative options, insights, and recommendations, and successfully communicate recommendations with ministry executive, staff, and stakeholders. The Director and Executive leaders rely on the Manager to demonstrate confidence in the validity, accuracy, and rigour of the evidence that supports advice and recommendations to build a path forward when problems arise.

Direct or indirect impacts of decisions:

Externally, the work of this position impacts:

- An integrated approach for freedom of information, privacy, data and/or information management across the GoA and ABCs to underpin all program and service delivery to Albertans.
- Protection of Albertans' privacy.
- Alignment of policy and legislation options with Canadian and global frameworks so as not to negatively impact the operations of Alberta's public service and economy.
- Trust and confidence in freedom of information, privacy, data and/or information management practices to sustain the delivery of programs and services to Albertans.

Internally, the work of this position impacts:

- A shift across the GoA to an electronic enterprise approach to content management and move away from fragmented electronic and paper-based transactions.
- Implementation of programs and services in all GoA departments and ABCs in line with associated freedom of information, privacy, data and/or information management legislation, policy and standards, through development of policy and standards.
- Assurance that all GoA departments and ABCs are provided with policy direction and services in compliance with associated freedom of information, privacy, data and/or information management legislation.
- Ensure team operations are consistent with branch and unit operational direction and results are successfully achieved.

Key Relationships

Major stakeholders and purpose of interactions:

INTERNAL (within the department):

- Reporting Staff on a daily basis to provide leadership, advice, support on projects, and monitor/evaluate performance.
- Senior leadership and other managers and staff within the supported public bodies on a daily basis to provide advice and consultation.
- Senior leadership and other managers and staff in other pillars to seek/provide advice and consultation.
- Senior leadership and other managers and staff in the Policy and Administration branch to seek/provide advice and consultation.

EXTERNAL (outside the department):

- Program Areas and Executives to provide advice and consultation.
- Other government agencies across jurisdictions to provide advice and consultation.
- Third parties (lawyers, businesses, etc.) to provide advice and consultation.
- Office of the Information and Privacy Commissioner to discussing complaints, privacy incidents, investigations, reviews or inquiries.
- General public, businesses, elected officials, media, special interest groups, researchers to clarify requests, discussing matters related to the processing of requests.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Public Administration	Other	

If other, specify:

Political Science, Law, Arts

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

PRACTICAL JOB KNOWLEDGE:

- Ability to manage high volume of work and small margins of error
- Proven analytical, problem solving and decision making abilities
- Ability to lead and manage change and negotiate innovative solutions to complex and diverse issues
- Experience managing staff dealing with highly confidential information
- Exceptional verbal, written, listening and interpersonal skills

THEORETICAL KNOWLEDGE:

- Expert knowledge of the FOIP legislation, publication and guidelines
- Extensive knowledge of the Alberta OIPC Orders and Investigation Reports, Court Decisions related to FOIP
- A working knowledge of the operations of program areas in the supported public bodies
- Extensive knowledge of government and ministerial processes

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		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Integrates broader context into planning: <ul style="list-style-type: none"> • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress 	Familiarity with strategic government direction and key legislation and ability to anticipate outcomes and develop options for consideration.
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Proactively incorporates change into processes: <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and 	Position works in a high priority and constantly changing environment. This position must be able to redirect resources quickly to meet time lines.

		<p>supports others to manage their emotions</p> <ul style="list-style-type: none"> • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Encourages development and integration of emerging methods:</p> <ul style="list-style-type: none"> • Shapes group learning for team development • Employs emerging methods towards goals • Creates a shared learning environment • Works with individuals to develop personal development plans 	<p>Strong leadership to build and maintain an engaged and high performing team.</p>
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	<p>Ability to deliver privacy services within timelines.</p>

Benchmarks

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

M410-07; M410-05