New

Ministry

Technology and Innovation

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Manager, Privacy Services

Requested Class

Manager (Zone 2)

Job Focus

Corporate Services

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

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Director of Privacy Services, this position leads a team of professional staff in the delivery of privacy services to supported Government of Alberta departments, agencies, boards and commissions. The position leads, coaches and develops staff, and manages issues and challenges related to service delivery and unit resource allocation.

The Manager 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 Alberta's Protection of Privacy Act (POPA) (and associated Regulations).

Responsibilities

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

Outcome 1: Provide leadership and management to a team of professional staff in delivering privacy services to supported Government of Alberta departments, agencies, boards, and commissions to ensure compliance with the Protection of Privacy Act (POPA).

- Plan and manage the effective use of resources to achieve organizational goals and priorities.

- Respond to privacy-related inquiries and requests openly, effectively, and completely.
- Ensure privacy requests are processed in alignment with Technology and Innovation best practices and processes.
- Conduct analysis and provide consultation to public body staff on privacy-related matters, including the collection, use, and disclosure of personal information under POPA.
- Provide recommendations and analysis to senior leadership regarding privacy-related requests and issues.
- Guide public bodies on privacy issues such as complaints, privacy breach response, investigations, and privacy impact assessments, including:
- Reviewing legislative authorities, policies, and processes.
- Providing recommendations on response strategies, containment, rectification, notification, and remediation to mitigate risks and prevent future incidents.
- Support public bodies in responding to reviews, inquiries, and investigations conducted by the Information and Privacy Commissioner (OIPC), including:
    – Preparing responses, briefs, and recommendations before submission to the OIPC; and
    – Developing strategies to comply with orders and investigation reports issued by the OIPC.
- Communicate accountabilities under POPA to public body staff through training, awareness sessions, and education programs.

Outcome 2: Provide strategic leadership in managing sensitive and potentially high-risk or controversial privacy requests for public bodies.
- Provide expert advice on strategies to address sensitive or complex privacy requests.
- Identify when legal consultation is required and collaborate with legal counsel and other relevant stakeholders as needed.
- Escalate high-risk or sensitive matters to the Director and/or Executive Director, ensuring ongoing communication through regular and ad hoc meetings.
- Ensure timely and effective resolution of complex privacy issues, including managing stakeholder expectations and mitigating risks.

Outcome 3: Foster a high-performing and engaged team through coaching, mentorship, and developmental opportunities.
- Motivate and encourage staff to create a culture of respect, trust, and collaboration to achieve organizational success.
- Identify and support employee learning and professional development needs to build capacity and expertise in privacy services.
- Provide mentorship and coaching, offering constructive feedback and guidance to enhance staff performance and skill development.
- Involve staff in the development of operational plans to foster engagement and accountability.
- Conduct performance assessments and reviews with staff to support continuous improvement and achievement of goals.
- Promote and uphold a safe, healthy, and respectful workplace, addressing concerns proactively and effectively.

Outcome 4: Ensure compliance with privacy legislation and best practices, and provide proactive oversight for privacy-related risks and incidents.
- Ensure public bodies are aware of their obligations under POPA through clear communication, training, and guidance.
- Proactively review legislative authorities, policies, and processes to provide up-to-date advice and recommendations to public bodies.
- Provide guidance and support in responding to privacy breaches, including:
- Recommendations on response, containment, rectification, notification, and remediation; and
- Identification of reasonable measures to protect privacy and prevent recurrence.
- Collaborate with Cybersecurity and Information Management teams to ensure alignment with organizational policies and best practices:
    - Collaborate (where necessary) in the completion of a Security Threat and Risk Assessments (STRA) with the Cybersecurity team and integrate findings into privacy management processes; and
    - Support the development of retention schedules with the Information Management team, ensuring alignment with legislative requirements and best practices.
- Oversee and provide support for processes related to privacy impact assessments (PIAs), ensuring adherence with POPA and organizational priorities.

Outcome 5: Support business continuity and operational excellence through the completion of additional related duties as required by management.
- Provide timely and effective support for ad hoc projects or emerging privacy initiatives.
- Collaborate with cross-functional teams and stakeholders to address organizational priorities as they arise.
- Ensure proper documentation and reporting to support accountability and transparency in privacy services.
- Identify opportunities for process improvements and implement solutions to enhance efficiency and effectiveness in privacy services delivery.

Problem Solving

Typical problems solved:

The primary business function is to provide exceptional privacy services to supported public bodies. This requires assessing and addressing the delivery of services to clients and stakeholders while managing multiple priorities simultaneously and meeting tight deadlines. Operational challenges are often complex, requiring the ability to balance competing demands and allocate resources effectively, all while ensuring a high degree of accuracy, objectivity, and quality service. The unit operates under significant scrutiny, with minimal tolerance for errors. POPA requirements frequently compete with other priorities and pressures within public bodies, creating challenging situations that demand innovative solutions to achieve compliance with the POPA.

Types of guidance available for problem solving:

Internal:
- Supervisors and managers for direction and support.
- Subject Matter Experts (SMEs) for specialized knowledge and expertise.
- Mentorship programs for professional guidance and development.
- Collaboration with peers for shared insights and problem-solving.
- Access to in-person and online training resources for skill enhancement.

External:
- Published literature and resources for reference and research.
- Participation in in-person and online training programs for external expertise and best practices.

Direct or indirect impacts of decisions:

This position is accountable for enterprise wide privacy services. Decisions made by the manager could impact the GoA's compliance with POPA (and its associated regulations). This, in turn, could have a direct impact on Albertans and/or government programs and services.

Key Relationships

Major stakeholders and purpose of interactions:

This position is responsible for leading and overseeing a team of professionals in the delivery of privacy services.

Internal Stakeholders (within the department):
- **Reporting Staff:** Engage daily to provide leadership, guidance, project support, and to monitor and evaluate performance.
- **Senior Leadership and Staff within Supported Public Bodies:** Collaborate daily to provide strategic advice, guidance, and consultation on privacy-related matters.
- **Branch Policy Teams:** Work closely with senior leadership, managers, and staff to seek and provide advice and consultation on privacy policies and practices.
- **Privacy, Policy, and Governance Branch:** Collaborate with senior leadership, managers, and staff to exchange expertise, ensure alignment, and provide/receive guidance on privacy-related issues.

External Stakeholders (outside the department):
- **Program Areas and Executives:** Offer expert advice, guidance, and consultation to support compliance with privacy legislation and best practices.
- **Other Government Agencies Across Jurisdictions:** Provide and seek advice and consultation on privacy-related matters, fostering collaboration and consistency in privacy practices.
- **Third Parties (e.g., Legal Counsel):** Collaborate with external experts, such as lawyers, to seek or provide advice and consultation on specific privacy issues.
- **Office of the Information and Privacy Commissioner (OIPC):** Engage with the OIPC to address complaints, manage

privacy incidents, respond to investigations, and participate in reviews or inquiries.

Required Education, Experience and Technical Competencies

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

If other, specify:

Political Science, Law, Arts

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

Practical Knowledge:
- Demonstrated ability to effectively manage a high volume of work with minimal tolerance for errors.
- Strong analytical, problem-solving, and decision-making skills to address complex and diverse challenges.
- Proven capability to lead and manage change while negotiating innovative solutions to address organizational needs.
- Experience managing staff and handling highly sensitive and confidential information with discretion.
- Exceptional communication skills, including verbal, written, listening, and interpersonal abilities.

Theoretical Knowledge:
- In-depth understanding of the *Protection of Privacy Act* (POPA), associated regulations, publications, and guidelines.
- Comprehensive knowledge of Alberta OIPC Orders, investigation reports, and relevant court decisions relating to privacy.
- Familiarity with the operations and functions of program areas within supported public bodies.
- Extensive knowledge of government and ministerial processes, policies, and frameworks.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Systems Thinking	○ ○ ○ ◉ ○	Integrates broader context into planning: • 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	○ ○ ○ ◉ ○	Proactively incorporates change into processes: • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates	Position works in a high priority and constantly changing environment. This position must be able to redirect resources quickly to meet time lines.

			change in existing work • Readily adapts plans and practices	
Develop Networks	○ ○ ○ ◉ ○		Makes working with a wide range of parties an imperative: • Creates impactful relationships with the right people • Ensures needs of varying groups are represented • Goes beyond to meet stakeholder needs • Ensures all needs are heard and understood	Strong leadership to build and maintain an engaged and high performing team.
Drive for Results	○ ○ ○ ◉ ○		Works to remove barriers to outcomes, sticking to principles: • 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	Ability to deliver privacy services within timelines and provide exceptional service.

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.

_____   _____   _____
Employee Name   Date yyyy-mm-dd   Employee Signature

_____   _____   _____
Supervisor / Manager Name   Date yyyy-mm-dd   Supervisor / Manager Signature

_____   _____   _____
Director / Executive Director Name   Date yyyy-mm-dd   Director / Executive Director Signature