

Reclassification

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

Current Class

Requested 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:

To focus the position on ministry Access to Information Act and records programs, removed responsibilities related to ministry information management initiatives including:

- Provide leadership in the development and maintenance of policies, guidelines and procedures related to the application of information management, access, and privacy legislation and best practices.
- Ensuring the Department promotes awareness and compliance with the Government of Alberta policies

and directives and sustainment of appropriate protection of third party privacy.

- Maintain awareness of GOA information management requirements and best practices to adapt department strategies and processes. Identify and consult with Corporate Service Alberta on emerging information management trends, technology, and risks.
- As business units develop and undertake new initiatives, the incumbent provides advice on the development of strategies or frameworks for these initiatives to ensure compliance and alignment with best practices.

The above removed responsibilities have increasingly required a ministry wide leadership role in the past have frequently been taken on by the Director and Executive Director of the branch.

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Director of Business Operations and Strategic Services, this position is responsible for coordinating multiple cross-ministry ATIA and records related services within the parameters of established legislation, policies, plans and guidelines, with discretion in determining how responsibilities are prioritized.

This role focuses on ensuring the timely provision of privacy and access related services, activities and supports under the Access to Information and Records Act (ATIA) legislation by administering the ATI Act (Alberta) on behalf of the Ministry of Advanced Education. This position also supports ATI issues relating to compliance issues, such as privacy breaches within the department. Finally, this position liaises with relevant departmental and legal services staff in coordinating responses to requests from the Human Rights Commission, the Office of the Ombudsman, and the Office of the Information and Privacy Commissioner (OIPC) in relation to departmental programs.

The ATIA & Records Coordinator serves as the department liaison for records management issues and collaborates with the Ministry Senior Records Officer (SRO) and Service Alberta to support filing, disposition, and digital records management activities. A significant focus for the role is the alignment, integration, and coordination of Service Alberta corporate ATIA and records management strategies and programs, with department priorities and initiatives. The position will ensure the Department promotes awareness and compliance with the Government of Alberta policies and directives, and sustainment of appropriate protection of third-party privacy.

The incumbent has a lead role in implementing records management strategies and schedules so that departmental digital and paper records are managed in compliance with Government of Alberta (GOA) and ministry records management legislation, policies and program requirements. They provide advice and training to department staff to enhance ATI and Records management best practices in all program areas.

Responsibilities

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

This position is responsible to coordinate departmental responses to general and personal ATIA requests within legislated timelines, while maintaining confidentiality and records security. The incumbent leads, coaches and develops staff within the Ministry and manages the issues and challenges related to the ATIA and records management, access and privacy service delivery, and supports the development and maintenance of policies, guidelines and procedures related to the application of access, privacy, and records management legislation.

1. Leadership and coordination of the ATI program within Advanced Education, and affiliated public bodies, to ensure compliance with requirements of the legislation.

- Manage the departmental administration of the ATI Act (content of responses, response time extensions, fee estimates, third party notifications, etc.) in coordination with Service Alberta Corporate ATI.
- Responsible and accountable for departmental responses to access requests and privacy concerns, including requests from other public bodies.
- Create and maintain an open communication process with the executive leadership, division and branch representatives, and corporate communications.
- Provide expert advice and recommendations to delegated heads regarding disclosure of information, protection of personal information, and the privacy of third parties while keeping in mind compliance with

legislation.

- Provide strategic advice, with support from Service Alberta Corporate ATI, regarding sensitive disclosures where necessary.
- Provide consultations, for formal and informal requests, and monitors programs for compliance, ensuring the department promotes the intent of the legislation regarding the transparency and accountability of government.
- Coordinate investigations into breach of privacy complaints received by the Ministry, by the Office of the Information Privacy Commissioner (OIPC), or through privacy and information breaches reported by departmental staff.
- The On-time Performance of Advanced Education's ATI Requests forms part of the Deputy Minister's Performance Agreement results, a minimum of 85% on-time completion is desired at fiscal year-end.

2. Leadership and coordination of Records Management (including physical and digital records) within Advanced Education, to ensure compliance with legislation and the use of Ministry and GoA best practices across department program and administrative operations.

- Facilitates, with Service Alberta Corporate supports, the delivery of training and awareness sessions necessary to foster an understanding among staff of their responsibilities under the ATIA, Privacy, and Records Management legislation.
- Provide expert advice and recommendations to department program areas regarding ATIA and records management responsibilities as established under the legislation.
- With support from Corporate Service Alberta, ensure ATI and records management are a component of strategic and operational planning.
- Promote and coordinate, with Corporate Service Alberta, the transition from a primarily paper-based record-keeping environment to an electronic records environment, enabling effective and efficient records management operations.
- Coordinate the resolution of records management issues including the implementation of Functional Classification retention and disposition schedules and identifying system applications decommissioning records management risks.
- Coordinate with Service Alberta Records for the transfer of department records for storage and disposal, including ATI and litigation hold reviews.
- As directed by Alberta Justice legal teams, coordinate departmental compliance to litigation holds with Service Alberta corporate records and litigation teams.
- Represent the department at cross-government ATIA and records meetings and initiatives.
- Ensuring the department promotes awareness and compliance with the Government of Alberta policies and directives and sustainment of appropriate protection of third-party privacy.

Problem Solving

Typical problems solved:

The ATIA & Records Coordinator provides leadership to Advanced Education with respect to Information and Records management, access and privacy. The overarching legislation provides a framework to support issues resolution, however situations arise within the Department or affiliated bodies, whether as the result of privacy issues related to the development of new initiatives, alleged privacy breaches, or issues that arise as the result of needing to manage and respond to requests for information and records that is of a highly sensitive nature.

The incumbent resolves numerous highly complex situations that depend on the ability to interpret various pieces of information, access and privacy legislation, regulations and protocols, and their intersection points with Ministry legislation. This is balanced with the ability to offer a pragmatic and easily understood response that meets the needs of the Ministry in an appropriate manner.

The role is often required to provide analysis regarding the disclosure of sensitive information and records, and outline or identify changes to business practices due to the implications of the legislation and provide interpretations through the issuance of orders and investigations by the Office of the Information and Privacy Commissioner.

As the GoA moves increasingly towards the use of electronic service delivery and digital information and records management, additional complex issues are evolving that increases the complexity and the scope of work. This requires input that is pragmatic in approach yet demonstrates an understanding of the subtleties and complexities inherent in dealing with expectations regarding protection of sensitive and personal information and records.

Specifics include:

- Promoting change and re-shaping corporate culture in terms of records management and ATI matters
- Providing leadership in the development and implementation of various activities and processes to support Ministry accountability related to privacy and access requests within tight statutory timelines
- Resolving issues that arise in the processing of access requests and records disposition activities, and formulating best practices and processes
- Identifying and proposing strategic ways on dealing with politically sensitive and controversial access requests and privacy matters
- Analyzing and resolving complex policy and legislative matters

One of the challenges for this position is influencing behavior and opinion of staff and management to adopt new process and procedures in relation to ATI and records management. The coordinator identifies creative ways to increase awareness of requirements and their importance, and provide coaching to ministry staff as needed, within the framework of GOA ATI and Records Management directives and regulations.

Historical changes to department structures, mandates, and reorganizations means historical records may not be accurate, or that no current departmental resources exist with corporate history knowledge. This requires the position to be able to find historical context through external resources such as the Provincial Archives of Alberta (PAA), Service Alberta corporate teams, legislation, and GoA resources such as Records Retention Schedules.

Types of guidance available for problem solving:

- ATI Legislation, Regulations and government / department policies and guidelines, including Service Alberta Records Management Directives.
- Assistance from Unit Director / Executive Director, Service Alberta, Information and Privacy Office, Alberta Justice, and other government department counterparts.
- Branch and Divisional leadership may review major policy or program change recommendations.
- Thorough knowledge of department policies and programs, as well as sound judgment, tact and problem-solving skills are drawn on to resolve complex, sensitive, and contentious issues, including ones referred by the minister, MLAs and MPs, and other officials.

Direct or indirect impacts of decisions:

This position is independently responsible for results that affect the entire Ministry on a regular basis. For example, provision of access and privacy supports and services, managing and coordinating ATI requests and responses, and supporting ATI and Records Management activities for program areas. The Unit Director provides overall direction and guidance to the Coordinator, and reviews deliverables for quality and alignment with division and Ministry goals.

The position provides Ministry direction on functions and activities for which it is responsible. It also initiates compliance reviews in the role of provision of assurance that the Ministry meets legislated, regulated and policy requirements. The Coordinator has latitude and independence in performing assigned responsibilities, determining

day-to-day tasks and approaches, and making recommendations to contribute to achieving identified goals and outcomes for the Ministry.

The strategies and support services developed and implemented by this position have a significant impact on the overall success of the Ministry. Poor decision-making could result in legal action and has the potential for bringing criticism from external clients such as the public, media or interest groups and from internal clients, such as the Deputy Minister or members of the Executive Team. The incumbent will discuss matters with potential for significant impacts on the Ministry with the Director before proceeding.

The impact of decisions, recommendations and consultations by this position affect the entire Ministry on a regular basis and may affect the GoA as a whole through orders issued by the Information and Privacy Commissioner based on the Ministry's decisions and application of exceptions under the legislation, or through the Records Management Regulation.

This position is responsible for keeping the Director, Executive Team, Deputy Minister and Minister apprised of major issues that may arise. Internal stakeholders, generally the Executive Team and Senior Leadership Team, may be directly affected by the service delivered by the ATI and Records Coordinator. The position has a significant impact on the overall ATI and Records management accountability of Advanced Education.

Key Relationships

Major stakeholders and purpose of interactions:

Internal:

- Executive Team - As required - Present on relevant issues or topics requiring decision
- Director and Executive Director - As required - Response to, or advice on key issues or inquiries quickly to ensure programs support overall goals of the department.
- Program division directors, managers and staff - Regularly - Provide information, advice, instruction, and support.
- Legal Services - to obtain legal advice as required.

External:

- General Public - Infrequent - Respond to inquiries from the public or stakeholders concerning privacy legislation in Alberta and direct them as necessary to Service Alberta or the Office of the Information and Privacy Commissioner.
- Service Alberta - Regularly - Provide Advanced Education's views and interpretation with respect to privacy, ATI and Records management and security matters, and issues regarding GoA policy development or changes. Identify issues and options and obtain support for possible directions.
- Alberta Justice - Infrequent - Collaboration on records disposition activities, including Records Retention Schedules, and Litigation Hold activities, and for specific issues related to release of Information and Records for access requests.
- Office of the Information Privacy Commissioner - As required - issues related to access requests, surveys, reviews, investigations related to compliance with the provisions of the ATI, Records, and Protection of Privacy legislation under the Act.
- Service Alberta SRO / Corporate Information and Records Management - Regularly - Collaboration on records and digital information and records management initiatives within the GOA, or department activities alignment with GOA best practices.
- Other departments - Occasionally - Networking and consulting on strategy and collaboration, or common issues.
- Post-Secondary contacts - As required - Provide information and records management, access, and privacy related services, activities, and supports in the provision of ATI and records legislative compliance.

Required Education, Experience and Technical Competencies

Education Level Bachelor's Degree (4 year)	Focus/Major Public Administration	2nd Major/Minor if applicable Arts	Designation
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If other, specify:

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

Library and Records Technology Degree or Diploma. Relevant experience will be considered as equivalent, including Project Management designations.

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		
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Collaborates across functional areas and proactively addresses conflict: <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	Work with government counterparts and Post-Secondary Stakeholders to share and develop best practices. Collaboration between Service Alberta Corporate ATI and department program areas to facilitate ATI response review and approvals.
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works to exceed goals and partner with others to achieve objectives: <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	The position impacts the efficient operation of the department through ATI and Records management, which also directly impacts the responses provided to ATI requests, and therefore must be able to prioritize and meet deadlines. Works to ensure the department meets or exceeds statutory ATI timelines.
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works in a changing environment and takes initiative to change: <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 	The incumbent has to quickly adapt to constant changing situation, public demand for access, regulations, volume of ATI requests, Minister's and Deputy Minister's decisions, tight deadlines, etc. Able to plan, coordinate and prioritize multiple tasks.

		support to change appropriately • Works creatively within guidelines	
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Engages the community and resources at hand to address issues: • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks	Influences behavior and opinion of staff and management to adopt new processes and procedures in relations to ATI and Records management. Identifies creative ways to increase awareness and importance of timely collaboration by department program areas and leadership to meet tight timelines. Works with program areas to identify trends, or new issues, and provides recommendations, or training, for anticipated problems.

Benchmarks

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

This is a unique position, modified from a role created by a previous Deputy Minister and Assistant Deputy Minister to increase Advanced Education's On-time Performance results by ensuring accurate and timely completion of ATI requests. Despite the amalgamation of other internal GoA ATI and Records Management offices under Service Alberta, Advanced Education has identified significant value add of a central support role to coordinate ATI and Records Management activities with Service Alberta and within the Ministry.

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