



Position Title: Manager, Information Governance

Position Status: Full-Time Regular

Department: Board & Information Services

Employee Group: Exempt

Location: 4515 Central Boulevard, Burnaby

Our Board & Information Services Department is seeking a Manager, Information Governance to manage the Information Governance Program, comprising the Corporate Records and Information Management Program and the Information and Privacy Program. The Manager, Information Governance will lead a team of six and provide leadership and strategic guidance for managing and administering the information governance program. This is a growing team and a brand new role that will oversee the Records Management and FOI teams of 6 staff members.

You are: a strong leader with expertise in records and information management and privacy; a strategic thinker able to analyze, interpret, and make recommendations on complex issues; and an effective communicator able to establish and maintain relationships with internal and external contacts.

The Manager, Information Governance reports to the Division Manager, Board & Information Services/Deputy Corporate Officer and falls within our Management / Leadership, Level 1 job family.

This role:

- Manages the Information Governance Program, which comprises the corporate Records and Information Management, and the Information and Privacy programs for Metro Vancouver. Provides leadership and strategic guidance for managing and administering these programs. Oversees policy and standards development; establishes program priorities; ensures projects are completed and established goals are achieved. Ensures the program meets corporate requirements and user expectations; measures compliance with program policies and standards.
- Contributes to preparing and managing the Program's budget and is responsible for monitoring and controlling spending ensuring the effective and efficient expenditure of allocated funds. Contributes to short and long term planning and makes recommendations regarding the priority of projects.
- Leads a team in the development of annual and long-range work plans; identifies goals, performance targets, and metrics.

- Provides leadership in the development and maintenance of Metro Vancouver's document management system. Collaborates with IT to develop innovative solutions for working in an electronic environment.
- Oversees process change and continuous improvement initiatives related to the Records Management and Information and Privacy Programs; audits department practices and makes recommendations for improvement. Oversees the administration of compliance with the Freedom of Information and Protection of Privacy Act.
- Oversees the contract and procurement process for the outsourcing of records storage, shredding, and imaging to a Records Centre service.
- Leads employee training and engagement initiatives; develops strategies to increase program user awareness (records management, document management system, FOI, privacy, etc.); Oversees the development and delivery of engagement and training plans; measures engagement and training initiatives for effectiveness. Advises staff on FOI and privacy best practices.
- Hires, supervises, directs, and develops staff, monitoring performance towards division, department, and corporate objectives; ensures staff adhere to corporate workplace conduct and purchasing policies. Leads, coaches, and develops staff recognizing the importance of training. Ensures safe work procedures are integrated appropriately in program plans and work activities. Evaluates staff performance and initiates corrective and/or disciplinary action as required.
- Performs other related duties as required.

To be successful, you have:

- 4-6 years of recent, related experience supplemented by a university degree or diploma in a relevant field such as Library, Archival and/or Information Studies; or an equivalent combination of training and experience.
- Relevant professional designation such as Certified Records Manager (CRM), Certified Information Professional (CIP), Certified Information Privacy Professional of Canada (CIPP/C) or CIAPP designation, or other Records and Information Management certification.
- Sound knowledge of and ability to interpret and apply relevant legislation, such as the Freedom of Information and Protection of Privacy Act and related OIPC rulings.
- Ability to manage and monitor budgets ensuring the effective and efficient expenditure of allocated funds within the approved budget. Ability to manage contracts with service providers and contractors.
- Demonstrated supervisory skills and abilities including the ability to understand, consistently apply and explain collective agreements and corporate policies. Ability to organize, direct, and supervise work of others in a team environment; skill in training and coaching staff to achieve goals and objectives. Ability to develop and lead collaborative cross-functional teams.
- Ability to use significant independent judgment to resolve problems by adapting or applying procedures to address issues and problem situations. Demonstrates persistence in overcoming obstacles.
- Sound written and oral communication skills. Ability to provide clear instructions and make prompt and sound decisions; tactfully respond to inquiries and complaints; and write letters, memos, and reports on a variety of matters.
- Demonstrated ability to establish and maintain effective working relationships with internal and external contacts; strong customer service orientation. Proven ability to work cooperatively with others; ability to effectively deal with disagreements to prevent the escalation of conflict.
- Ability to analyze, interpret, and make recommendations on complex issues.
- Practical knowledge of a complex records management system such as records and document management systems.

- Proficiency using Microsoft office programs, including Word, Excel, and Outlook.
- Valid BC Class 5 Driver's License.

Our Vision:

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

We are committed to diversity, equity and inclusion and being representative of the region we serve. We invite all qualified candidates to apply including Indigenous People, visible minorities, immigrants, LGBTQ2S+, all genders and persons with disabilities.

Metro Vancouver requires all new hires to be fully vaccinated against COVID-19 (subject to any exemptions and accommodations) and provide proof of vaccination upon hire. *Please follow this link <http://www.metrovancouver.org/about/careers/> to our Careers page where you can submit your application by July 18, 2022.*