

**MANAGER, INFORMATION GOVERNANCE**

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**EXEMPT:** Yes**SALARY LEVEL:** Exempt Grid**LOCATION:** Main Office**APPROVED BY:** Corporate Officer*Replaces: Corporate Records Administrator***DIVISION:** Admin and Leg. Services**DEPARTMENT:** Admin and Leg. Services**SUPERVISOR:** Corporate Officer**DATE:** May 2025*DATE: December 2020*

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**SUMMARY:** Under the general direction of the Corporate Officer, the Manager, Information Governance is responsible for developing, implementing and maintaining the Regional District's Information Governance, Access and Privacy Management Program, including centralized physical and electronic records and information management strategies and systems, development of policies, guidelines, processes and procedures for the information management framework, including information access and privacy, ensuring compliance with legislative requirements, related policies, standards and processes and providing guidance on initiatives and programs.

**KEY RESPONSIBILITIES** *include:*

1. Develops, recommends, and implements policies and procedures for SCRD information assets in accordance with the SCRD's Information Governance, Access and Privacy Management Program ensuring compliance with Records and Information Management (RIM) best practices for electronic and physical records.
2. Manages divisional staff and addresses matters such as training and development, hiring, conflict resolution, disciplinary action, and performance engagement in accordance with the performance engagement program and collective agreement.
3. Manages, controls and directs SCRD information assets including active records systems, records organization and evaluation, inactive records centre, central files, micrographics and digitization projects, records retention, vital records and archival program.
4. Administers the SCRD records management software for paper and electronic records, acts as business system owner and system administrator for the Electronic Document and Records Management System (EDRMS), and serves as administrative manager as required.
5. Provides direction and assistance to departments on implementation and ongoing maintenance of SCRD's information assets, including training staff in information management, access and privacy practices, and procedures.
6. Ensures compliance with the *Freedom of Information and Protection of Privacy Act (FOIPA)* as it relates to access to information, privacy, security and confidentiality of SCRD records.
7. Establishes and implements policies and practices that establish business continuity plans for corporate information assets.
8. Establishes and maintains a vital records inventory and plan for recovery in the event of a disaster.
9. Ensures Sunshine Coast Regional District policies, Occupation Health and Safety policies and all applicable WorkSafe BC regulations are followed to provide for a safe and healthy work environment.

**TYPICAL ACTIVITIES** *include:*

1. Leads the hiring, development, performance engagement, disciplinary process, and provision of overall work direction for Information Governance, Access and Privacy Services divisional staff.

2. Oversees the lifecycle of SCRD information assets including identifying and processing active records scheduled for inactive storage, preparing authorizations for destruction and applying final disposition in accordance with the established retention schedule and the generally accepted records management principles.
3. Provides advice and input into other functional areas that affect the SCRD's information assets and ensures these functions align with the Information Governance, Access and Privacy Management Program and associated policies.
4. Develops and leads training and awareness session for staff, directors and others.
5. Provides guidance to other departments to implement appropriate practices and maintain their information assets in a manner consistent with the SCRD Information Governance, Access and Privacy management program.
6. Responsible for management of the EDRMS; including, assigning permissions, retention schedules and the overall information infrastructure.
7. Oversees the Records Management Helpdesk ensuring timely response to inquiries.
8. Conducts routine audits to check for organizational compliance.
9. Maintains the LGMA records classification schedule.
10. Oversees the Corporate Privacy Program.
11. Processes *Freedom of Information* (FOI) requests by retrieving and preparing documents for release, in accordance with legislation.

#### **QUALIFICATIONS, EDUCATION AND EXPERIENCE**

- Completion of a recognized certificate program in records and information management, preferably a Certified Records Manager (CRM) designation or relevant post-secondary education in a related field
- Full membership in, or eligibility for membership in the Institute of Certified Records Managers (ICRM).
- A minimum of five (5) years of recent relevant experience, preferably in a local government environment.
- Minimum of three (3) years of experience in a unionized environment.
- Valid BC Class 5 Driver's license.
- An equivalent combination of education and experience may also be considered.

#### **OTHER SKILLS/KNOWLEDGE**

- Expert knowledge of relevant legislation, policies and practices governing records and information management, the LGMA Records Management Manual, and Freedom of Information and Protection of Privacy Act.
- Ability to analyse, select and implement an electronic records management system, including roll-out to staff and change management.
- Working knowledge of AvePoint records management software which includes document and record management, indexing and archiving both paper and electronic records for storage and retrieval.
- Advanced level of technical proficiency especially with SharePoint and Office 365, including Microsoft Purview, word processing, spreadsheets and database software.
- Strong communication skills, and ability to establish and maintain effective working relationships.
- Strong project management skills.