BC PENSION CORPORATION

JOB DESCRIPTION

JOB DETAILS

Job Title: Senior Forms Analyst

Job ID: AO1815

Classification: Administrative Officer R18

Classification Date:
(MM/DD/YYYY)

Branch: Digital Experience and Communication Services

Unit: BRD-Digital Exp & Comm Service

Reports to: Assistant Director, Enablement Services

Security Screening: No

Union/Excluded: BCGEU

BRANCH DESCRIPTION

The Digital Experience and Communication Services Branch is responsible for developing and delivering communication services for the BC Pension Corporation, including transforming the member and employer experience from print to digital and providing strategic communications support to the pension plan boards of trustees and the corporate board. This includes strategic communication advice, planning, research, writing, editing, creative design, video/photography, and distribution functions for digital and print application.

The branch delivers confidence-inspiring and professional communication services across a variety of communication and service channels that increases member and employer engagement in a highly regulated and rules-based environment. This includes integrated member-centric communication products and services including: web and other online communications; print publications; media and public relations; and marketing.

JOB SUMMARY

The Senior Forms Analyst researches, advises and makes recommendations to pension plan boards and corporation senior management about strategic business solutions in forms development and management. The Senior Forms Analyst liaises with all levels of the organization to gather information and analyze users' needs, to ensure legal requirements and users' needs are met.

The Senior Forms Analyst is responsible for the design, development, implementation and maintenance of more than 700 forms consisting of: manual (hard copy), submit-able online, and automated (system-driven statements). The Senior Forms Analyst is also responsible for forms standards to support the evolving needs of the pension plans' and corporation's programs and initiatives and to ensure ease of use for members.

JOB RESPONSIBILITIES

1. 40% Administers the forms management program within the corporation ensuring forms meet the needs of the client base and system requirements: evaluates requests for form design services, investigates solutions, determine methods of developing new forms or revising and consolidating existing forms to meet business requirements. Identifies, defines and analyzes recurring and potential issues and opportunities for business improvements. Analyzes the effectiveness, efficiency, redundancy or obsolescence of existing forms including identifying errors or limitations in existing forms. Provides forms advisory services for business requirements, feasibility and analysis, and business cases which includes analyzing user needs, determining appropriate forms medium or vehicle and identifying risks and impact of programs and initiatives on existing forms. Reports out on forms management progress, status, goals and objectives. Chairs meetings, assigns and directs members of corporation project teams and working groups. Facilitates process of consensus for forms that will be used across pension plans. Develops, updates and maintains corporation policies, procedures and standards related to forms management. Prepares cost options, including resource requirements and charges based on production runs, colour, mail, etc. Approves the purchase of printed forms. Develops and maintains strong working relationships with both internal and external business partners: Senior management, including Legal, Policy and IT Branches; Inter-ministry Forms Committee; and Business Forms Management Association, to research best practices, processes and standards.

2. 30% Researches and analyses relevant information concerning workflow processes, procedures, paper flow, forms design, usage, statutory and policy requirements. Resolves issues from program areas where error rates and help enquiry rates indicate that form improvements could streamline operations. Conducts research into new technologies and developments in information forms management, such as: workflow, re-engineering, digital / electronic signatures and new software applications.

3. 10% Maintains comprehensive knowledge of current and future directions of methodologies and technologies through research, vendor and product evaluations. Contributes to organizational knowledge and capability in forms-related areas through continuing education. Maintains knowledge of web publishing, printing practices and technology. Works with the IT Branch and Business Analysts for systems changes required to IPAS (Integrated Pension Administration System) or the web. Monitors employer-login secure forms. Monitors message board employer submission.

Creates, implements, and maintains digital signatures, private keys and passwords, and tests and participates in software debugging.

4. 10% Researches, develops and solves form design issues that are presented by programs, where the form error and enquiry rates indicate that improvements could streamline operations. Designs, develops new forms, and modifies existing forms for: IPAS or web-based interactive formats (e.g., calculations); and applies graphics, and other computing skills, to develop camera ready layout.

5. 5% Ensures Freedom of Information and Protection of Privacy Act (FOIPPA) requirements are met.

6. 5% Considers the legal and policy implications in the review of all forms. Manages records: supports the use of plain language while still conveying legal information; liaises with Legal and Policy Branch regarding potential problems and resulting effects if inaccurate information is distributed on forms; manages forms version control processes; monitors receipt, storage and distribution of forms; and establishes and maintains a central form-numbering system and cross-index filing system.

EDUCATION

Degree/Diploma Obtained	Program of Study

• Related diploma or certificate plus experience designing and developing forms or an equivalent combination of education and experience.
• Formal training and/or experience with Adobe LiveCycle Designer software or forms design software and Adobe LiveCycle Workbench applications or Web-based forms applications preferred.

EXPERIENCE

Years of Experience	Type of Experience

Two years of relevant experience in the following areas:
• Experience with forms development design, formatting, and protocols in a regulated environment.
• Experience with forms analysis, forms management practices and forms development life cycle.
• Intermediate experience with MS Word and MS Excel.
• Experience collaborating with customers/clients to determine and assess business needs, analyze business function dataflow, and determine forms requirements.
• Experience with design software/desktop publishing techniques: Adobe Acrobat Professional and Adobe LiveCycle Designer.
Preferred
• Experience with design software/desktop publishing techniques: Adobe InDesign and Adobe Experience Manager (AEM).
• Experience with database programs.
• Experience administering records management programs.
• Experience with the principles, methods and procedures of forms printing and manufacturing.
• Experience with business analysis and process review methods and standards.
• Experience with information management legislation, policies and procedures.
• Experience working with digital forms including HTML, XML, XSD and JavaScript.

KNOWLEDGE, SKILLS & ABILITIES

• Excellent communication skills, both verbally and written;
• Ability to use effective forms design principles;
• Ability to assess form performance, identify potential problem areas and make recommendations for improvement;
• Ability to maintain a high level of accuracy in creating, updating and proofing camera-ready artwork;
• Ability to plan, organize and manage own multi-faceted workload;
• Ability to work independently and to function effectively as a team member;
• Ability to demonstrate initiative, and proactively perceive the potential of cross-organizational issues and implications in forms development;
• Ability to discuss, with tact and diplomacy, complex or controversial documentation requirements with clients to achieve agreement and consensus on form and approach;
• Ability to document, analyze and assess a variety of information, identify priorities and resources and propose alternative business processes;
• Ability to give accurate estimates and meet tight deadlines for completion of work, and adjust effectively to changing priorities;
• Ability to work with initiative and discretion within established guidelines with minimal direction.

CORE COMPETENCIES

Navigating Change L2
Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Invites input and feedback on proposed changes.

- Supports others in generating new and innovative approaches.
- Builds support for new approaches and initiatives.
- Shares information on change in a timely manner.
- Identifies innovative approaches to deal with situations for which no known precedent exists.
- Eliminates unnecessary work activities.

Embracing Learning L1
Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Self-assesses against expectations and standards to identify own learning needs in the current position.
- Reflects on completed activities, identifying what worked well, what didn't, and how to improve own performance.
- Openly shares knowledge with other employees.
- Seeks to learn from other employees.
- Takes advantage of learning opportunities provided to meet job requirements.

Client Orientation L2
Making it easy for our external and internal clients - seeing things through their eyes.

- Anticipates clients' needs and concerns.
- Develops procedures and practices to ensure consistent service.
- Leads or participates in efforts to enhance service delivery systems and processes.
- Ensures consistency of service experience.

Accountability L1
Holding self and others accountable to deliver on commitments and to achieve desired results.

- Organizes own work load, clarifying priorities and expectations.
- Participates in monitoring own performance.
- Adjusts actions to meet expectations.
- Takes action on things that need attention.
- Supports organizational initiatives and activities.

Inspiring Trust L2
Inspiring confidence by demonstrating integrity and building credibility.

- Creates opportunities to build internal and external relationships.
- Demonstrates confidence in own abilities, views or decisions when challenged.
- Provides skill, knowledge and talents to resolve complex issues.
- Fosters trust by communicating consistent, reliable and accurate information.
- Builds on others' ideas to develop support.
- Helps others build confidence in themselves.
- Recognizes the contributions and successes of others.

Decision Making L1
Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Makes decisions within scope of responsibility.
- Applies guidelines and procedures in making decisions.
- Gathers input / information from different sources to support decision making or further action.
- Seeks guidance when the situation is unclear.
- Applies lessons learned when making decisions.
- Supports established decisions.

Organizational Focus L1
Aligning work priorities, processes and practices to achieve the strategic direction.

- Considers the impact of own actions on others.
- Identifies obstacles to existing processes and practices.
- Supports others in the achievement of work unit priorities.