

## JOB DESCRIPTION

### JOB DETAILS

**Job Title:** Assistant Director, Information Management Services

**Job ID:** Band438

**Classification:** Band 4

**Classification Date:**  
(MM/DD/YYYY)

**Branch:** Business Services

**Unit:** TIS-Business Services

**Reports to:** Director, Business Services

**Security Screening:** Yes

**Union/Excluded:** Excluded

### BRANCH DESCRIPTION

The Business Services branch provides enterprise services to support the execution of the 12|21 corporate strategic plan, and ongoing operations of pension administration services. The Branch delivers services to ensure information is compliant, protected, managed, governed, digital and accessible and useful to support evidence based strategic, tactical and operational decision making by a variety of internal and external stakeholders. This is accomplished by ensuring processes that transform data are measurable, appropriately controlled, consistent and transparent, efficient and secure. These outcomes are achieved through the delivery of services including product management, business process and information management services. Services are delivered through a multi-disciplinary team of professionals committed to leveraging process and information management practices to ensure the right information is available, to the right person, at the right time and is delivered using the most effective and efficient processes.

### JOB SUMMARY

The Assistant Director, Information Management Services oversees the management of enterprise data and information including policies, standards, practices, processes and procedures to ensure it is compliant, protected, managed, governed, digital and accessible and useful to support evidence based strategic, tactical and operational decision making by a variety of internal and external stakeholders. The role is accountable for:

1. The analysis of impacts to data and information resulting from legislative change, business change, and policy changes from a records management and privacy perspective and make recommendations on how the organization should respond;
2. Identity and access management practices;
3. Taxonomies, document and records management for the Corporation.

This position works closely and collaboratively with corporate staff, stakeholders, management and other project team members and will play a key role in aligning the needs of the business with the capabilities of information technology. The team consists of an Information Management Coach, Information Analysts, Specialists and Support Analysts.

### JOB RESPONSIBILITIES

- Provides strong, effective and highly visible leadership to capitalize on the full potential of the team, ensuring that all employees are motivated and guided to contribute fully to the realization of the corporation's purpose, goals and objectives.
- Provides coaching to staff in relation to their performance, career development, information management profession and associated methodology(ies).
- Supervises staff including assignment of work, development and evaluation of performance plans, approval of leave, response to grievances and initiation of discipline processes.
- Manages talent attraction, development, deployment and retention.
- Develops, implements and continuously improves standards, methodologies, templates/tools and knowledge repositories, including delivery of training and provision of access to methodology information and subject matter experts.
- Measures and monitors effective application of methodologies established, including compliance reviews.
- Accountable for community of practices and an information management centre of excellence.
- Manages the evolution and delivery of effective enterprise data and information management (IM) services.
- Develops and oversees the definition of IM services and service levels, including ensuring appropriate processes are in place, to ensure IM services are delivered reliably, are responsive to customer needs, and the IM team maintains effective relationships with its customers to deliver value.
- Provides leadership of records management (digital and analogue), document management and content management (unstructured data) functions.
- Responds to changes in legislation, regulation, policy or business change by assessing impact to enterprise information and data and recommends tactical solutions to meet outcomes.
- Oversees protection of privacy and freedom of information administrative functions including incident management, privacy impact assessments, access to

information, and information sharing.

- Leads the provisioning of business support services related to content and document management technology solutions.
- Recommends changes to processes, procedures and policies to ensure data and information collection, storage and usage is compliant, efficient, and appropriately controlled.
- Develops and oversees the quality assurance function to ensure IM deliverables are consumable to our stakeholders, accurate and professional.
- Participates in the establishment of branch service standards, measurement and continuous improvement to support branch operational efficiency.
- Participates in the development of effective risk management plans for the branch.
- Participates in the development of the branch operating budget, managing the financial and human resources of assigned program area.

## EDUCATION

### Degree/Diploma Obtained

### Program of Study

- Bachelor's degree in computer science, library sciences or public administration, or a related field. An equivalent combination of education, training or experience may be considered.

## EXPERIENCE

### Years of Experience

### Type of Experience

- Five years of experience in information and data management at a senior level.
- Five years of experience with data governance, enterprise content management, master data management, taxonomy and metadata.
- Five years of experience with records management practices with emphasis on digital records.
- Three years of experience interpreting and applying legislation, preferably FOIPPA.
- Four years of recent experience supervising and leading a team of professionals, preferably unionized staff.

## KNOWLEDGE, SKILLS & ABILITIES

- Demonstrated leadership skills with an ability to motivate and influence others and work in a changing environment.
- Proven client relationship management skills with the ability to broker healthy relationships across the organization (enterprise through operational levels) to further achieve the corporate goals.
- Strong interpersonal and negotiation skills with the ability to facilitate resolutions to conflict situations through consensus building and influencing.
- Strong verbal and written communication skills with the ability to communicate complex concepts clearly and credibly with varied audiences.
- Extensive knowledge of measurement and analytics practices and processes.
- As a team player, contribute to group objectives and enhance output in a team environment through co-operation and collaboration.
- Proven success in managing a business area including managing operations, staff and budgets.
- A track record for developing creative and strategically sound solutions and demonstrating excellent judgment.
- Ability to represent the organization at senior levels and exercise sound judgment, diplomacy and discretion.
- Excellent analytical, problem-solving and decision-making skills.
- A good understanding of diverse business environments, and a good understanding of the business drivers, policies and strategy setting processes in these environments.

## CORE COMPETENCIES

### Enabling & Inspiring L3 - Leading Others

Motivating, supporting and enabling others to succeed.

- Gives responsibility to staff based on their competence and capability.
- Creates an environment where others strive for improved performance and productivity.
- Demonstrates respect and effective collaboration as a model for the organization.
- Cultivates an environment of enthusiasm and optimism within the team and across the organization.
- Integrates the contributions of others into organizational initiatives.

### Leadership Courage L3 - Leading Others

Saying and doing the right thing despite potential risk.

- Acts with the courage of his/her convictions without guarantee of success or reward.
- Recognizes competing viewpoints/interests and seeks common understanding and/or solutions.
- Reassesses position in the face of justified resistance.

### Insight & Impact L3 - Leading Others

Understanding self and others in order to be a positive influence as a leader.

- Considers competing interests to address key concerns and to achieve desirable outcomes.
  - Demonstrates self-assurance/confidence in own core beliefs and values while maintaining connection with others.
  - Manages one's emotions sufficiently to allow for, and invite, different perspectives and opinions
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### **Navigating Change L3**

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

- Creates a culture that encourages change, innovation and improvement.
  - Applies change management models, principles and practices.
  - Translates change strategies into specific direction and focus.
  - Adapts existing goals, plans and processes, or develops new ones to respond effectively to the change.
  - Removes barriers to change.
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### **Embracing Learning L3**

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

- Ensures that developmental opportunities and resources are available to employees.
  - Ensures adequate time is made available for staff development.
  - Effectively utilizes the strengths and talents of others to achieve business results.
  - Undertakes development opportunities to meet future organizational needs.
  - Role models continuous learning.
  - Identifies high potential individuals and provides them with targeted opportunities for growth.
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### **Client Orientation L3**

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

- Balances client needs with business realities.
  - Represents client needs to more senior management.
  - Provides advice on complex problems and initiatives.
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### **Accountability L3**

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

- Establishes standards and measures to achieve desired results.
  - Allocates resources and assigns responsibilities to achieve organizational objectives.
  - Supports others in driving behavioural and performance expectations.
  - Entrusts others with responsibility for achieving results.
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### **Inspiring Trust L3**

Inspiring confidence by demonstrating integrity and building credibility.

- Brokers healthy relationships across the organization to further the achievement of business goals.
  - Promotes dialogue and shared understanding on business issues.
  - Communicates complex issues clearly and credibly with varied audiences.
  - Confidently and effectively expresses contrary opinions and own perspectives.
  - Accepts alternate perspectives in support of business interests.
  - Models trust in others to do their jobs.
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### **Decision Making L3**

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

- Guides responsible risk taking as part of the decision making process.
  - Makes complex operational decisions based on best available information.
  - Balances competing priorities in reaching decisions.
  - Factors key stakeholder perspectives in making decisions.
  - Overcomes obstacles to reach timely decisions.
  - Ensures decisions are consistently applied across the organization.
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### **Organizational Focus L3**

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

- Demonstrates an understanding of interdependencies across the organization (i.e. systems thinking).
- Responds to emerging trends with initiatives that are aligned with the organization's strategy.
- Translates strategic goals into specific operational initiatives.
- Ensures work unit objectives are aligned with the strategic goals.
- Balances short term needs of the organization and its people with the achievement of longer-term goals and strategies.

- Applies understanding of organizational context in dealing with complex issues.
- Aligns business operations across the organization.