DOUGLASCOLLEGE

If loving what you do and being good at it is your definition of a great career
…welcome to Douglas

JOB DESCRIPTION:	Manager, Privacy and Information Management		
DEPARTMENT:	Learning Resources		
REPORTS TO:	College Librarian and Director, Learning Services & Records Management		
JOB DESCRIPTION NO:	A0999	BANNER JOB NO.:	A00130
PAY GRADE:	11		
ORIGINAL DATE:	June 2017		
REVISED:	January 2019; May 2026		

THE ROLE:

Reporting to the College Librarian and Director, Learning Services & Records Management, this position is responsible for leading the College's access to information, protection of privacy, and records management functions, ensuring compliance with the BC Freedom of Information and Protection of Privacy Act (FIPPA). This position has access to, and provides advice on, matters related to confidential and sensitive records held throughout the College.

MAJOR RESPONSIBILITIES:

The Manager, Privacy and Information Management is accountable for the following:

- Responding to and managing access to information requests and addressing privacy compliance matters across the College.
- Overseeing the completion of privacy impact assessments in line with BC FIPPA regulations.
- Overseeing electronic and physical records systems, including document management platforms and file storage solutions.
- Leading the application of the records classification system and retention schedule across the College, including the development, use, and maintenance of records management systems.
- Overseeing the College's digital and physical archives, including identifying and implementing appropriate digital archive systems and processes.
- Providing guidance, training, and advisory support to all employees, including senior leadership, on privacy and records management policies, procedures, and best practices.
- Managing records management, privacy, and archives staff, through hiring, training, coaching, performance management, and professional development.
- Administering the College's Collective Agreements and representing management in the grievance process, as appropriate.

- Establishing and providing quality assurance in record keeping to ensure the effectiveness of the College's Records and Information Management (RIM) program.
- Creating and revising policies and procedures related to privacy, records management, and archives.
- Creating reports, metrics and measures of success in records management implementation and management based on college policies, records management legislation, and industry best practices.
- Actively participating on relevant departmental and institutional committees and representing the College on external committees.
- Acting for the College Librarian and Director in their absence, including serving as the College's designated Privacy Officer.
- Actively modeling the Douglas College Core Competencies.
- Performing other related duties as required.

EDUCATION, EXPERIENCE AND SKILLS

- Master's degree in a related field (e.g., Archival Studies, Information Management, Library & Information Studies.
- Relevant certification is an asset (e.g., Certified Information Privacy Professional/Canada, Certified Records Manager).
- 3-5 years' experience interpreting BC FIPPA and related legislation, regulations, and case law and applying it to the management of access to information requests, institutional records, and privacy matters.
- Relevant management experience, ideally within a government, regulatory, or public sector environment, including experience in supervision and administrative management.
- An equivalent combination of education and experience may be considered.
- Excellent written, verbal, and interpersonal communications skills, with the ability to explain complex matters in plain language.
- Strong technical proficiency across Microsoft Office and records/document management systems.
- Demonstrated abilities that align with the Douglas College Core Competency Framework.

Demonstrated experience in:

- Applying records management and archives principles, standards, and practices.
- Managing highly sensitive and confidential information with discretion and diplomacy.
- Archival appraisal and retention schedule development.

- Legal citations research (for record keeping).
- Designing file classification systems.
- Determining records management requirements for non-ERMS software applications.
- Providing advisory, training, and reference services to users.
- Developing and applying information management policy and procedures.
- Business process inventorying and mapping.
- Collaborating with information technology colleagues to advise on privacy, security, and risk mitigation.
- Establishing and maintaining effective working relationships with employees at all levels of the organization.