

## Support Job Position Description

### Section I: Position Information

Effective Date	2024-01-10	<input checked="" type="checkbox"/> Update Only	<input type="checkbox"/> Classification Review
Position Title	Privacy, Policy and RIM Assistant		
Position Number	999690		
Classification Level	Excluded Support Range 1		
Position Affiliation	<input type="checkbox"/> AUPE <input checked="" type="checkbox"/> Excluded		
Location	Virtual		
Department	Office of the Chief Governance Officer and General Counsel		
Reports To	Director, Policy, Privacy and Records Management (999780)		

#### Position Summary

Briefly describe the main purpose(s) of the position.

This position is responsible for providing administrative support, information and guidance to further the successful operations of the Privacy, Policy and Records and Information Management (RIM) programs within the Office of the Chief Governance Officer and General Council (OCGOGC) at Athabasca University.

Essential to this position is a strong understanding of established service standards and legislated timelines, a focus on attention to detail, as well as a strong sense of ethical responsibility and sensitivities working with confidential and personal information. A comprehensive knowledge of applicable legislation and AU policies and procedures is required for success.

The incumbent will be responsible for engaging with AU team members and members of the public to provide guidance and information related to access to information and protection of privacy, AU's Policy Framework – Governing Policy and policy development processes, and AU's RIM Program and processes.

Duties include the coordination of inquiries and responses related to privacy, policy, and RIM, preparing and processing records for access to information requests (FOIP Requests) for review by the Director, Policy, Privacy, and Records Management, providing routine privacy advice related to administrative areas and faculties, the maintenance and drafting of weekly, quarterly and annual reports, as well as maintaining records for privacy, policy and RIM matters.

The incumbent will also have the primary responsibility for updating and maintaining the Office of the Chief Governance Officer and General Counsel FOIP, Policy, and RIM webpages, as well as assisting with overall website maintenance.



Supporting the goals of the University's strategic goals and initiatives, the Privacy, Policy and RIM Assistant must demonstrate agility and adaptability through exceptional critical thinking, communication, and organizational skills in fulfilling the duties of this position.

### Duties and Responsibilities

Organize by key responsibility area and include % of time spent where possible.

#### **Privacy and Access to Information Support (45%)**

- Facilitate the effective administration of the *Freedom of Information and Protection of Privacy Act* (FOIP) including the following:
  - Processing access to information requests for review, and communicating with applicants.
  - Providing information and resources related to protection of privacy.
  - Developing resources related to access to information and protection of privacy.
  - Drafting correspondence.
  - Interacting with business units, faculties in relation to FOIP matters.
  - Prepare background materials, presentations, and awareness resources, and participate in FOIP related training as required for university staff.
  - Update the OCGOGC FOIP Act Website, as required.
  - Conduct research in relation to the FOIP Act as required.
  - Prepare reporting and compile statistics on FOIP related matters.
  - Consult, with the Director and/or CGOGC regarding complex, difficult, or highly sensitive issues when required. This includes sensitivity around handling confidential and personal information.
  - In the absence of the Director, act as point of first contact on FOIP matters, directing them to the CGOGC, as appropriate.
  - Maintain confidentiality, navigate sensitive issues, and comply with FOIP requirements.

#### **Policy Support (30%)**

- Assist and support the Director including the following:
  - Maintaining and updating the Policy and Procedures Manual and related resources webpage, including maintenance and retention of source files and other related policy records.



- Maintaining and preparing policy tracking, planning, and reporting documentation.
- Communicating with business units and faculties to provide information and support in relation to the Policy Framework and policy development process.
- Preparing background materials, presentations, and awareness resources, and participating in Policy related training for AU team members
- Conduct research on policy matters as required.
- Consult, with the Director and/or CGOGC regarding complex, difficult, or highly sensitive issues when required. This includes sensitivity around handling confidential and personal information.
- In the absence of the Director, act as point of first contact on policy matters, directing them to the CGOGC, as appropriate.

### **RIM Support (20%)**

- Assist and support the successful implementation of AU's Records and Information Management Program including the following:
  - Working with the Records and Information Management Coordinator on RIM projects and initiatives, as required.
  - Maintaining and preparing RIM tracking, planning, and reporting documentation.
  - Providing information and guidance to business units and faculties in relation to the RIM Program and its process.
  - Preparing background materials, presentations, and awareness resources, and participating as required in RIM related training for AU team members
  - Conducting research on RIM matters as required.
  - Consulting, with the Director and/or RIM Coordinator regarding complex, difficult, or highly sensitive issues when required. This includes sensitivity around handling confidential and personal information.

### **Other Duties (5%)**

- Become familiar with the various portfolios under the OCGOGC to provide coverage and back-up from time to time as needed.
- Contribute to the overall success and effectiveness of the OCGOGC team in relation to team goals, objectives, strategic planning and operational priorities.

## Occupational Health and Safety

### Employees:

Responsible to participate in the AU OHS Program as required.

### Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

## Classification Factors

### Context and Complexity

#### Service Delivery:

- Must have sound judgment and decision-making skills.
- Performs duties practices and procedures covered by policy.
- Must provide accurate and current information and guidance to AU team members related to a variety of circumstances. Incorrect guidance or information could have substantial negative impact on administrative and operational processes.
- Responsible for maintenance and updates of the OCGOGC web sites, particularly the Policy and Procedures Manual, FOIP, and RIM sites to ensure accurate and timely information is available to internal and external stakeholders.
- Adheres to legislated timelines and internal processes to provide timely and accurate access to information in response to formal and informal requests for information.
- Maintains accurate tracking tools and prepares any necessary regular or ad hoc reporting on FOIP, Policy and RIM for the Director.
- Responsible for correctly loading and linking information published to the Office of the Chief Governance Officer and General Council website.

#### Organizational Skills:

- Works with minimal supervision; thinks and acts independently as required.
- Variable situations often require self-motivation and proactive thinking and complex problem-solving skills.
- Must be able to prioritize FOIP, Policy and RIM work, web work and other projects as assigned.
- develops processes for effective task and project management.

#### Complexity:

- Working in a high-profile environment, the incumbent requires exceptional organizational skills to manage work with frequent interruptions and fluctuations in workload. The incumbent must simultaneously organize and address FOIP matters under strict deadlines, as well as manage time sensitive policy and RIM matters.
- Must be able to adjust priorities between the functions of the FOIP, Policy and RIM units, and webpage management, as required.
- Tact, diplomacy, and adherence to internal and external protocols are essential qualities required for this position.
- Access to extremely confidential and personal information in relation to duties and functions is frequent and requires understanding of the importance of protecting this information.

#### Work Problems

- Must use considerable discernment in discussions with learners, AU team members and the public.
- Must foster positive, professional image for the OCGOGC.
- Must have in-depth knowledge of the AU's Policy Framework and University policies and procedures, the RIM Program and the FOIP Act.
- Must keep current with respect to University services and programs, and strategic direction.
- Must keep current with respect to University website in order to update information and links related to OCGOGC information.
- Must keep current of legislation, regulation, and directives affecting the governance of the University, as well as processes and methods adopted by other jurisdictions.

#### Authority

This position does not supervise staff but will be responsible for managing their assigned projects, tasks, and workload appropriately.

#### Contracts and Communications

- Regular communication with AU team members, including executive officers, senior management, and learners, and occasionally, government officials, the private sector, and the public.
- Excellent written and oral communication skills are required to successfully fulfill role responsibilities.

- Ability to address matters in a sensitive, confidential and respectful manner is required to ensure matters are appropriately handled.
- Ability to work in a team environment and support colleagues to contribute to the overall success of the OCGOGC.

### Signatures for Section I

Incumbent Signature		Date Select a date.
Supervisor Signature		Date Select a date.

## Section II: Qualifications

### Qualifications

Includes education, experience, skills, abilities and any other special qualifications required. The qualifications relate to the position not the incumbent.

**Minimum of a Post-Secondary Diploma or Certificate in Arts, Communication, Business Administration, or related discipline plus a minimum of five years senior level office experience.**

Strong interpersonal and exceptional communication skills required. Experience with conflict resolution and negotiation an asset.

Excellent organizational skills and demonstrated attention to detail required.

Demonstrated experience in dealing with sensitive and confidential issues required. A high degree of ethical conduct, including confidentiality, professional deportment and the ability to communicate with the University community and all levels of the public assertively and knowledgeably is required.

Above-average problem solving attributes such as resourcefulness, creativity, initiative, and adaptability considered an asset.

Demonstrated experience working in a digital environment, particularly Microsoft 365 applications required. Familiarity with report generation, Ellucian and general database knowledge an asset.

Experience working in a remote or hybrid workplace is preferred, and ability to establish a remote office essential.

Demonstrated ability to manage webpages using web content management system preferred.

An equivalent combination of education and experience may be considered.

### Signatures for Sections I and II

Department Head Signature		Date Select a date.
Executive Officer Signature		Date 2024-02-08
Human Resources Review		Date Select a date.