



Job Profile: Registrar of Inquiries

Classification:	Band 1	Position:	Multiple
Reports to:	Senior Adjudicator	Location:	Victoria

Context

Reporting to the Senior Adjudicator, the Registrar of Inquiries supports the adjudication team by managing the administrative aspects of the inquiry/hearing process under the *Freedom of Information and Protection of Privacy Act* (FIPPA) and the *Personal Information Protection Act* (PIPA). The Registrar of Inquiries ensures that inquiry/hearing documentation is accurate and complete and that it complies with legislation and OIPC policy and procedures. The Registrar of Inquiries prepares inquiry/hearing related documents; provides advice and information on operational and procedural aspects of the inquiry/hearing process to parties to the inquiry/hearing, OIPC staff and legal counsel; organizes and oversees the exchange of inquiry/hearing submissions; and decides requests for time extensions and other preliminary matters.

Accountabilities

- Manages the administration of inquiries/hearings and liaises with internal and external parties in accordance with the process and timelines stipulated in FIPPA, PIPA and OIPC policies and procedures.
- Receives and reviews inquiry/hearing documentation and liaises with Investigators to ensure accuracy and compliance with FIPPA and PIPA.
- Reviews parties' inquiries/hearing submissions and addresses and resolves any concerns or omissions before cases proceed to adjudication.
- Informs parties, OIPC staff and legal counsel about the inquiry/hearing process (verbally and in writing); responds to parties' questions and concerns; manages the exchange of parties' submissions and prepares and issues inquiry/hearing correspondence and materials (e.g., notices of inquiry).
- Maintains inquiry/hearing case management processes, including electronic folders of inquiry records; updates the electronic case management system with all activities pertaining to the inquiry/hearing.
- Assesses and decides requests related to preliminary matters, such as time extensions or adjournments and new issues; revises inquiry documentation as required.
- Prepares binders containing adjudication materials for the Commissioner and adjudicators; alerts adjudicators and Commissioner to key issues and potential problems.
- Proofreads, formats and distributes orders and decisions and liaises with communications staff to ensure orders and decisions are publicly available.
- Manages the exchange of records and information with OIPC's legal counsel, in response to judicial reviews.
- Monitors parties' compliance with administrative/procedural requirements, decisions and orders and initiates corrective action where necessary.
- Builds and maintains effective relationships with internal and external stakeholders in order to facilitate the exchange of information and resolution of issues that affect the inquiry process.

- Provides general administrative support to the Senior Adjudicator and adjudication team.

Qualifications

Education and Experience:

- Post-secondary education in a related field, such as paralegal training or a business or public administration diploma, combined with a minimum of 3 years' relevant, progressively responsible experience, preferably in a legal, judicial or quasi-judicial setting OR an equivalent combination of education and experience.
- Experience in drafting business and/or legal correspondence.
- Previous experience in a registrar-related role for an independent commission, board, agency, administrative tribunal or the courts is preferred.
- Experience providing advice and interpretation of policies and procedures in a time-sensitive environment, to a variety of internal and external stakeholders is preferred.

Knowledge, Skills and Abilities:

- Knowledge of the principles of natural justice and administrative fairness, with the ability to act impartially and to expeditiously analyze, assess and process inquiry requests and related matters.
- Knowledge of the legal framework of, and the grounds for requests for inquiries and complaints within, the *Freedom of Information and Protection of Privacy Act* and the *Personal Information Protection Act*.
- A sound working knowledge of OIPC programs, policies and administrative procedures and processes.
- General understanding of the process by which requests for reviews are mediated within the OIPC.
- Ability to independently assess and resolve, in a fair, impartial and timely fashion, issues or requests raised by inquiry participants.
- Ability to work under pressure, to take initiative and to work independently.
- Demonstrated ability to track and manage all documentation related to time-sensitive cases through a computerized case tracking system.
- Ability to handle sensitive and confidential material and develop effective working relationships with all levels of staff and internal/external stakeholders.
- Ability to work effectively in a team environment.
- Ability to communicate complex legislation, regulations, procedures and policies to internal and external stakeholders from various backgrounds.
- Ability to gather information and analyze complex facts and apply legislation and policy.
- Ability to set priorities and apply methods, processes and procedures to manage a large caseload.
- Strong oral, written and interpersonal communication skills and the ability to communicate in a considerate and respectful manner.

Competencies:

Analytical Thinking is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation, and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.

Problem Solving/Judgement is the ability to, organize information, identify key factors, identify underlying causes and generate solutions.

Initiative involves identifying a problem, obstacle or opportunity and taking appropriate action to address current or future problems or opportunities. As such, initiative can be seen in the context of proactively doing things and not simply thinking about future actions. Formal strategic planning is not included in this competency.

Teamwork and Co-operation is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.

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