



MANAGER, RECORDS & INFORMATION CENTRE

Permanent, full-time position with Canada's largest municipality – Toronto, ON

Toronto Building works with the public, designers and the building industry to create a safe, healthy, sustainable and accessible built environment. Under the Ontario Building Code Act, the Division is primarily responsible for reviewing applications to demolish, alter or construct buildings and issuing permits, conducting inspections during construction to make sure work being done is in compliance with the Building Code and issued permits and, if necessary, issuing orders to enforce compliance. In addition to these roles, Toronto Building administers and enforces the **City of Toronto's** Sign By-law.

As **Manager of the Records & Information Centre**, you'll play a pivotal role within Toronto Building by providing focused, strategic leadership in the operation of digitization, building records management and routine disclosure to ensure efficient service delivery to the public and to internal and external stakeholders.

Reporting to the Director, Building Deputy and Chief Building Official (CBO), you'll establish and manage the Division's quality management framework, procedures, policies and standards for quality assurance, quality control and testing for digitized records. This will include overseeing the management and digitization of the records lifecycle to ensure their storage, access, retention, categorization, destruction, privacy and security comply with laws, regulations, policies, plans, and procedures. Proactively anticipating, managing, communicating and mitigating information and records management issues, you'll resolve problems to ensure timely resolution of outstanding issues and a rapid response to customers.

Sharing expertise and promoting innovation

We'll rely on you, as an experienced and innovative leader in information governance and records management, to make recommendations on the modernization and transformation of record-keeping, from managing paper and microform records to managing digital information in compliance with applicable legislation and divisional policies, procedures, and quality standards. You're equally prepared to respond to questions from news media, in consultation with the CBO's Office and Strategic Communications, on specific projects and respond confidently and expertly to technical, policy and procedural questions.

Championing compliance and collaboration

Acting as a customer-centric leader, you'll champion the Mission, Vision, and strategic direction of Toronto Building, and meet with public stakeholders and interest groups to provide advice and facilitate information exchange with other municipalities, provincial and federal governments. You'll also meet with government authorities to consider legislative changes, public consultations and regulatory interpretations affecting the Division and the Centre. Managing divisional responses to Freedom of Information requests, in compliance with Municipal Freedom of Information and Protection of Privacy Act, municipal bylaws and other legislation related to privacy and records retention will be another integral part of this key position.

Full team and budget accountabilities

As would be expected of a managerial role like this, you'll lead, motivate and train a diverse workforce, supervising the day-to-day operation of all assigned staff, ensuring effective teamwork, and high standards of work quality and organizational performance, and promoting continuous learning

and innovation. This comprehensive mandate will involve setting service delivery performance targets, and monitoring and evaluating staff performance against those targets, leading the hiring of new union and non-union staff for the Unit, managing and administering the annual budget for the unit, and ensuring that expenditures are controlled within approved budget limitations.

Leading change to improve performance

Widely recognized for your commitment to continuous improvement, you'll ensure that key performance indicators are actively monitored, measured and consistently reported to divisional management to effectively evaluate and make needed modifications and improvements, and provide strategic direction on the future of records management within the Division and right across the corporation. You'll also prepare briefing notes, staff reports and presentations for senior management on digital technologies and records management, and web content management, collaborate with divisional and inter-divisional managers, participate in meetings and committees, and make recommendations on service improvements.

KEY QUALIFICATIONS

Among the strengths you bring to the role of **Manager, Records & Information Centre** will be the following key qualifications:

1. Post-secondary education in a relevant field of study (i.e. Public Policy, Information Management, Public Administration, etc.) or an equivalent combination of education and experience.
2. Considerable experience with information governance and records management principles and practices.
3. Experience motivating, leading, training and supervising staff in a fast-paced environment, promoting and fostering effective teamwork and establishing excellence in a customer service-oriented environment.
4. Experience with change management, process improvement and project management.
5. Must possess or be able to pass the test for the following Ministry of Municipal Affairs and Housing BCIN qualification requirements for building officials: Powers and Duties of a Chief Building Official (Legal).
6. Knowledge of information and record-keeping statutory environment and obligations.
7. Highly developed communication skills, with the ability to interact and communicate effectively with all levels of the organization, as well as external stakeholders, including Members of Council, other government representatives and the public.
8. Keen attention to detail, and strong organizational skills, including the ability to work under pressure to meet deadlines.
9. Strong analytical and problem-solving skills.
10. Ability to maintain confidentiality and exercise discretion and judgment when working with sensitive records and information.
11. Familiarity with the Occupational Health and Safety Act, Collective Agreements, and related legislative, contractual obligations and corporate policies.
12. Ability to support the Toronto Public Service values to ensure a culture that champions equity, diversity and respectful workplaces.
13. Familiarity with interpreting surveys and architectural drawings would be considered an asset.

Why join the City of Toronto?

- We're committed to fostering an inclusive, accessible environment where all employees and members of the public feel valued, respected and supported.
 - We're dedicated to building a workforce that reflects the diversity of the public and the communities in which we live and serve.
 - We're an award-winning employer, recognized multiple times as one of Greater Toronto's Top Employers, Canada's Top 100 Employers, Canada's Best Diversity Employers, and Canada's Top Family Friendly Employers.
 - We're a large organization with many divisions and opportunities to advance, grow and succeed.
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To find out firsthand why City of Toronto employees think we're a great place to work, check out this [video](https://jobs.toronto.ca/jobsatcity/content/Why-Work-with-Us/?locale=en_US) < https://jobs.toronto.ca/jobsatcity/content/Why-Work-with-Us/?locale=en_US >.

A Qualified List of candidates will be established for the Manager, Records & Information Centre position in the Toronto Building Division and will be in effect for 24 months from the date the list is created. Qualified candidates on the list may be considered when filling future permanent and/or temporary vacancies in this position.

Note:

Applicants are required to demonstrate in their resume that their qualifications match those specified in the job posting.

Salary Range: \$122,000 - \$158,105 per year

Toronto is home to more than 2.9 million people whose diversity and experiences make this great city Canada's leading economic engine and one of the world's most diverse and livable cities. As the fourth largest city in North America, Toronto is a global leader in technology, finance, film, music, culture, and innovation, and consistently places at the top of international rankings due to investments championed by its government, residents and businesses. For more information, visit jobs.toronto.ca or follow us on Twitter at [Twitter.com/CityTOjobs](https://twitter.com/CityTOjobs), on LinkedIn at [Linkedin.com/company/city-of-toronto](https://linkedin.com/company/city-of-toronto) or on Facebook at [Facebook.com/CityTOjobs](https://facebook.com/CityTOjobs).

How to Apply:

For more information on this and other opportunities with the City of Toronto, visit us online at <https://jobs.toronto.ca/jobsatcity/>. To apply online, submit your resume, quoting **Job ID 34309**, by **Friday, April 14, 2023**.

Equity, Diversity and Inclusion

The City is an equal opportunity employer, dedicated to creating a workplace culture of inclusiveness that reflects the diverse residents that we serve. Learn more about the City's commitment to [employment equity](https://jobs.toronto.ca/jobsatcity/content/Hiring-Policies-and-Statements/?locale=en_US) < https://jobs.toronto.ca/jobsatcity/content/Hiring-Policies-and-Statements/?locale=en_US >.

Accommodation

The City of Toronto is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA).

Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. [Disability-related accommodation during the application process is available upon request. Learn more about the City's Hiring Policies and Accommodation Process](https://jobs.toronto.ca/jobsatcity/content/Hiring-Policies-and-Statements/?locale=en_US) < https://jobs.toronto.ca/jobsatcity/content/Hiring-Policies-and-Statements/?locale=en_US >.
