

JOB DESCRIPTION FORM

POSITION (PID) #		101004			
IDENTIFYING INFORMATION				POST CERTIFICATION	
Post Title	Assistant Commissioner (Policy & Engagement)			Print Name	Signature Date
Present Grade	PS- 36 - 38		Prepared By	Alexander White	<i>Alexander White</i> 5 Nov 2021
Department	Privacy Commissioner		Post holder Reviewed		
Section	Engagement		Dept. Head Agreed	Alexander White	<i>Alexander White</i> 5 Nov 2021
POST STATUS				POST TRANSFER (if applicable)	
	New Post	Revised Post	Redefined Post	Previous Title	
				Previous Department	
Date	5 Nov 2021			Previous Section	
Cabinet Conclusion Ref	2021-22 Budget			Previous Number	
Last Review Date	N/A				
Panel Decision	Grade	Date	Signature	Previous Grade	
				Date of Transfer	

1. SUMMARY OF MAIN DUTIES (Ideal Maximum Four)	%
1. RESEARCH & POLICY DEVELOPMENT	40
2. STRATEGIC COMMUNICATIONS & AWARENESS	25
3. PUBLIC-FACING CUSTOMER SERVICE	25
4. MANAGEMENT OF BUSINESS UNIT & PROFESSIONAL OFFICERS	10
	TOTAL = 100%

<p>2. SUMMARY OF ACCOUNTABILITY</p> <p>2.1 What specifically is this post accountable for?</p> <p>Working in the Office of the Privacy Commissioner for Bermuda the post holder oversees and is accountable for the office’s public-facing initiatives in training and awareness, including the development and distribution of policy interpretations and guidance. The post-holder’s work will consist of a range of complex and diverse functions, including the management of other professional officers and offering of policy advice. The post holder ensures the unit provides effective and efficient strategic communications services and generates awareness of the office. In addition, the post holder manages the budget and expenses for the business unit, ensures accurate staff records, and co-ordinates the preparation of performance appraisals and supervises assigned staff. The post holder collaborates to develop and/or document internal policies and procedures and external communications.</p> <p>The post holder will prepare complex reports on a number of diverse subjects within broad guidelines for final agreement by the Privacy Commissioner, and will carry out creative work.</p> <p>2.2 Briefly describe the level of decision-making authority held by this post.</p> <p>The post holder will be a senior executive officer of the office, selecting or making recommendations on options of a very specialised nature that influence major policy of the office, the public service, and the community.</p> <p>The post holder has autonomy to make difficult or important decisions where many factors must be weighed, and which may lead to changes in policy or procedures affecting the office and the community. The post holder will implement policies and procedures or recommend new policies, ensure the office meets statutory compliance requirements, and analyses major policy changes.</p> <p>The post holder oversees staff that develops materials for the office’s public training and awareness and policy guidance efforts. He/she will plan and execute events and manage public-facing communications. As well, the post holder makes decisions and recommendations on the preparation of performance appraisals and probationary reports and other staffing matters, including selection, disciplining, etc. of staff in accordance with the human resources policies and procedures. Especially complex decisions may be referred to the Deputy Privacy Commissioner.</p> <p>The post holder works to resolve citizen reports and respond to detailed questions from individuals and the business community. The post holder will contact top management of other departments and in the community to</p>

provide professional or policy advice on complex problems, and may engage in negotiation on behalf of the office.

2.3 To which position does this post report directly?

Under the direct supervision of the Deputy Commissioner (currently vacant; Privacy Commissioner during the recruitment of a Deputy).

The post holder carries out high level work within established policy or within broad policy guidelines, and plans and arranges own work at a technical or professional level. A supervisor may set objective and guidelines, but the post holder will work independently and most reporting will consist of keeping the supervisor informed of projects rather than to obtain decisions on day-to-day problems.

3. ESSENTIAL KNOWLEDGE & SKILLS

List the key knowledge and skills required to fulfil the *minimum requirements* of the post under the following categories.

3.1 General Knowledge / People Skills (Soft Skills).

- A high level of integrity and ability to maintain confidentiality in all matters that come to the post holder's knowledge and the ability to effectively handle confidential and sensitive information
- Good interpersonal skills with a professional service orientated approach in effectively interacting with customers both internally, as a team, and externally
- Sound time management and problem-solving skills
- Excellent communication skills (written and oral)
- Good supervisory, team-building, motivational, conflict management and resolution skills
- Advanced ability to multi-task and be adaptable whilst working in a fast-pace, dynamic environment
- Must be detail oriented and careful to verify documentation
- Able to learn quickly, retain and understand relevant information
- Demonstrated organizational skills and the ability to prioritize and plan work effectively
- Have a flexible approach to the job and willingness to assist in other areas within the department
- Domestic and international research skills

3.2 Technical Knowledge / Position Specific Skills (Hard Skills). This includes knowledge of particular legislation, processes, specialties, etc.

- Proficient in the use of Microsoft Office Suite of Products and other common computer programmes
- Working knowledge of the Personal Information Protection Act 2016

4. MINIMUM EXPERIENCE REQUIRED (Tick the Appropriate Box)

Based upon the above identified knowledge and skills, what is the minimum number of years' experience required to fulfil the duties of this post?

- ☐ No previous experience required ☐ Minimum one (1) year ☐ Minimum two (2) years
☐ Minimum three (3) years ☒ Minimum five (5) years ☐ Minimum ten (10) years

4.1 Identify specific experience.

This post requires a minimum of five (5) years relevant experience in a similar capacity

5. MINIMUM EDUCATIONAL QUALIFICATION REQUIRED (TICK THE APPROPRIATE BOX)

- ☐ Secondary School Graduation Certificate ☐ Apprenticeship/College Certificate ☐ College Diploma
☐ Associates Degree ☐ Advanced or Specialist Qualification ☒ Bachelors Degree
☐ Masters Degree ☐ Professional Designation (Includes Chartered Status) ☐ Doctorate
☐ Other

5.1 Please list the title of the academic qualification / professional designation required:

A Bachelors Degree in Business Administration or relevant field of study is required.
5.2 List any special licenses, registrations or certifications required for this job: N/A

6.0 RESOURCES UNDER MANAGEMENT					
6.1 Management and Supervision of Staff (Please ensure that the Organization Chart submitted is up to date, accurate and reflects the information listed below)					
Please list the position titles (including PID) of 'All Staff' under the 'Direct Supervision' of this post. None as of the drafting of this job description. The post holder will develop job descriptions for staff roles in the Policy & Engagement unit and hire staff. The post holder will irregularly supervise secondees external to the office or persons working on special projects.					
6.2 Non-Staff Budget and Revenue Streams (FOR EACH SUB SECTION TICK THE APPROPRIATE BOX)					
6.2.1 What 'Responsibility' does this post have for 'Managing Non-Staff Budget' and 'Government Revenue Collection'? (Non-Staff Budget typically applies to contracts for program delivery & capital expenditure projects)					
<input type="checkbox"/> None		<input checked="" type="checkbox"/> Has Direct Management Responsibility		<input type="checkbox"/> Is the Accounting Officer	
6.2.2 Please indicate the level of Non-Staff Budget and/or Revenue Streams for which this post is responsible.					
<input type="checkbox"/> None	<input checked="" type="checkbox"/> Less than \$500k	<input type="checkbox"/> \$500k to \$2m	<input type="checkbox"/> \$2m to \$10m	<input type="checkbox"/> \$10m to \$40m	<input type="checkbox"/> Greater than \$40m
6.3 Infrastructure for Vital Government Services (FOR EACH SUB SECTION TICK THE APPROPRIATE BOX)					
6.3.1 Is the post responsible for managing 'Infrastructure' critical to the delivery of 'Vital' Government Services?					
<input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes. Has Direct Management Responsibility		<input type="checkbox"/> Yes. Is Ultimately Responsible	
6.3.2 If 'Yes' to the above, what would be the impact of failure of this infrastructure?					
<input type="checkbox"/> Low Impact: Mainly internal to Government		<input type="checkbox"/> Medium Impact: Mainly internal to Government		<input type="checkbox"/> High Impact: Mainly internal to Government	
<input type="checkbox"/> Low Impact: Bermuda-Wide		<input type="checkbox"/> Medium Impact: Bermuda-Wide		<input type="checkbox"/> High Impact: Bermuda-Wide	

7. Additional Information
While not required, licenses, certifications, or training in government accounting, law, data privacy, or cybersecurity will be considered an asset.

DUTIES AND RESPONSIBILITIES OF THE POST

8. DETAILED DESCRIPTION OF MAIN DUTIES AND RESPONSIBILITIES OF THE POST (Please use the same Headings for Main Duties as Listed in Section 1.0)	
8.1 Research & Policy Development:	
8.1.1	Maintains up-to-date professional knowledge of privacy and data protection in order to establish and instruct individuals on best practice standards and policies.
8.1.2	Researches relevant international or domestic legislation, case law, and practices to produce written reports and guidance documents.
8.1.3	Develops, organises, and presents workshops, seminars, training sessions, and public engagement events on

	the provisions of the Personal Information Protection Act 2016 and related resources.
8.1.4	Designs, develops, and maintains templates and instructional guidance for organisations to use to comply with the Personal Information Protection Act 2016.
8.1.5	Provides advice to government authorities and members of the public on matters pertaining to data privacy, data management, cybersecurity, and similar topics.
8.1.6	Undertakes any other associated duties, as requested by the post holder’s supervisor or the Privacy Commissioner.
8.2 Strategic Communications & Awareness:	
8.2.1	Plans, organises, directs, and manages the office’s strategic communications services, via traditional and new media channels, such as social media and “blogs”.
8.2.2	Prepares press releases and media updates; establishes good working relationships with key stakeholders.
8.2.3	Determines appropriate information and communications technologies for the delivery and implementation of communications strategies.
8.2.4	Undertakes any other associated duties, as requested by the post holder’s supervisor or the Privacy Commissioner.
8.3 Public-Facing Customer Service:	
8.3.1	Designs and manages operations to respond to general questions and enquiries from the public. Oversees report logging and tracking and other customer relationship management to respond to public individuals.
8.3.2	Consults with internal and external stakeholders, including on sensitive and executive-level topics.
8.3.3	Undertakes any other associated duties, as requested by the post holder’s supervisor or the Privacy Commissioner.
8.4 Administration	
8.4.1	Develops, implements, and maintains an operational business plan for the section, detailing goals, objectives, and standards of service.
8.4.2	Oversees and ensures the successful functioning of a variety of projects, including self-initiated efforts, by completing tasks such as setting timelines, monitoring progress, measuring statistics, and producing reports.
8.4.3	Manages and directs staff, including the evaluation of performance and to ensure compliance with office policies and procedures, including security tasks.
8.1.1	Oversees office compliance functions, as applicable.
8.1.2	Undertakes any other associated duties, as requested by the post holder’s supervisor or the Privacy Commissioner.