

Job Profile:

Registry and Compliance Officer

Classification:	Band 1	Position:	00127572
Reports to:	Registry and Compliance Manager	Location:	Victoria

Context

Reporting to the Registry and Compliance Manager, the Registry and Compliance Officer provides a first point of contact for lobbyists, the general public and stakeholders with complex questions regarding the *Lobbyists Transparency Act* (LTA), provides information and guidance to lobbyists in complying with the LTA, reviews registrations submitted to the Lobbyists Registry, and identifies and examines issues of potential non-compliance.

The Registry and Compliance Officer has delegated authority to make decisions regarding verification of information provided in a registration, acceptance or refusal to accept a registration that does not comply with the requirements of the LTA, removal of a registrant, identifying and examining issues of potential non-compliance, and issuing written findings.

The Office of the Registrar of Lobbyists (ORL) is responsible for monitoring compliance with the LTA. The underlying objective of the LTA is to ensure transparency of legitimate lobbying activities so that members of the public are made aware of parties attempting to influence government decisions, the development or amendment of legislation, regulation, policy, programs, the awarding of contracts or who arrange meetings with public office holders.

Accountabilities

- Acts as first point-of-contact for the Office of the Registrar of Lobbyists and responds to requests for public information contained in the registry as well as registrant questions
- Interprets and applies the LTA and internal ORL policies to review and analyze registrations that require revisions or determine acceptance or rejection from the registry
- Assesses and analyzes information submitted by lobbyists for accuracy, completeness and ambiguity, and verifies information, requests further information or clarification
- Determines whether registrations will be accepted or rejected, with written reasons provided in instances of rejection
- Analyzes registrations, conducts environmental scans of media, and gathers information about non-compliant registrations and requests action be taken and/or sends warning emails or letters to resolve issues of non-compliance

- Makes preliminary compliance inquiries and recommendations as to whether to proceed with an investigation, coordinates the investigation process for instances of non-compliance
- Provides substantive, process and technical information to lobbyists, the general public and stakeholders related to the requirements of the LTA and regulations and processes to be followed in the registration process
- Assesses and authorizes extensions for filing a return or submitting a document in meritorious circumstances
- Liaises with applicable contractors to resolve technical issues experienced by lobbyists
- Maintains accurate written and/or electronic records of all enquiries, requests and compliance issues ensuring the file documentation is recorded on a timely basis and in accordance with internal case management policy and standards
- Develops and maintains incoming and outgoing file documentation relating to matters proceeding to investigations, including setting up investigation reports for ORL investigators
- Undertakes research projects and produces statistical and non-compliance reports as assigned by the Registry and Compliance Manager
- Provides advice and recommendations on legislation, policy and programs, and opportunities for public education to the Registry and Compliance Manager
- Contributes to public education by supporting the development of plans, processes and responses to requests for public education; participates in public education and outreach activities (e.g., conferences, presentations, workshops)
- Updates and creates template letters, template investigations reports, and internal and external ORL policy documents as needed
- Assists in the development of the ORL online journal, *Influencing BC*
- Acts for the Registry and Compliance Manager as needed

Qualifications

Education and Experience:

- University degree in a related field (e.g. Public Administration, Political Science, Law, etc.)
- Minimum of 1 year of experience providing intake services or addressing complaints or inquiries from members of the public, including assessing needs, identifying appropriate actions, and/or preparing written recommendations.
- Preference may be given to candidates with recent experience regularly interpreting and applying a regulatory statute and related regulations.
- Preference may be given to candidates with experience applying the principles of administrative fairness and natural justice.
- An equivalent combination of education and related experience may be considered.

Knowledge, Skills and Abilities:

- Knowledge of the LTA, and the mandate of the Office of the Registrar of Lobbyists
- Comprehensive knowledge of the rules of natural justice and administrative fairness
- Strong research and analytical skills

- Ability to effectively coordinate and administratively manage a variety of projects concurrently
- Exceptional organizational skills with the ability to organize and prioritize high volumes of time sensitive and confidential work within stated deadlines
- Ability to work under pressure, take initiative and work independently when required
- Ability to use initiative and judgement to meet standards of quality and deadlines
- Effective oral and written communication and interpersonal skills
- Ability to use a wide range of computer applications to enter information and retrieve data, access information, conduct research and produce and edit a variety of effective correspondence, documents and reports
- Ability to communicate tactfully with difficult or upset individuals
- Ability to explain complex information in plain language

Competencies:

- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Teamwork and Cooperation** 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.
- **Information Seeking** implies going beyond the questions that are routine or required in the job. It may include "digging" or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental "scanning" for potential opportunities or miscellaneous information that may be of future use.
- **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.
- **Listening, Understanding and Responding** is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others. People who demonstrate high levels of this competency show a deep and complex understanding of others, including cross-cultural sensitivity.
- **Self-discovery and Awareness** means understanding one's thoughts, feelings, values and background and how they impact the success of the interaction and relationship, or how they may influence one's work. It is recognizing one's own biases by tracing them to their origins, through reflection and by noticing one's own behaviour—and then intentionally seeking a way forward that positively impacts the interaction and relationship. It means maintaining new ways of thinking and acting when situations become difficult or uncertain, or in times of urgency.

BC's Office of the Registrar of Lobbyists

Transparent Lobbying. Accountable Government.

<https://www.lobbyistsregistrar.bc.ca/>