

Job Description

Job Title:	Administrative Manager and Assistant to the AVPA
Department:	Associate Vice-President, Academic
Reports To:	Associate Vice-President, Academic
Jobs Reporting:	Co-op students and casual employees hired into the AVPA Office
Salary Grade:	USG 7
Effective Date:	July 2022

Primary Purpose

The **Administrative Manager and Assistant to the AVPA (AMAA)** reports to the Associate Vice-President, Academic (AVPA) and provides executive assistant-level support to that role and serves as liaison between the AVPA and senior academic and administrative leaders on campus. The AMAA is also responsible for developing, establishing, maintaining and overseeing effective administrative processes for the AVPA Office and the various offices housed within the AVPA (Quality Assurance, Academic Integrity, Teaching Assessment Processes), and for the ongoing programs (e.g., the Academic Leadership Program, the Undergraduate Communications Requirement Group) and the various and changing strategic projects run out of the AVPA Office. The AMAA provides secretarial and administrative support to some of the academic governance bodies chaired by the AVPA (Alternative Credentials Approval Committee, Undergraduate Operations), and in collaboration with QA Office staff ensure the smooth operation of the University's various academic quality assurance processes. The role requires a wide range of skills, the ability to assess unexpected situations that may require the AVPA's immediate attention and modify the AVPA's schedule as required, a high degree of professional courtesy and competence when dealing with students, faculty members and staff on behalf of the AVPA, and absolute discretion and the ability to maintain confidentiality when dealing with sensitive issues or records.

Key Accountabilities

Executive Support to the AVPA

- With minimal direction or supervision, maintains the schedule of the AVPA; the AMAA must be fully aware of the AVPA's schedule and priorities, including travel commitments, and strategically plan the AVPA's schedule to maximize the AVPA's use of time
- Must be prepared to assess unexpected situations that may require the AVPA's immediate attention and make rapid changes to arrangements, and to alert the AVPA to potential scheduling conflicts and priorities
- Manages travel arrangements including accommodation, transportation, conference registration, and meeting schedules for the AVPA; prepares and processes travel and expense claims
- Ensures business continuity in the absence of the AVPA
- The AMAA is a frontline position that serves as the liaison between the AVPA (and the AVPA Office) and those in leadership roles of many sorts across campus, including senior administration (President's Office, VPAP Office, Deans Offices), academic support units, and student groups. As such, the AMAA exemplifies professional courtesy, absolute discretion, and utmost confidentiality when dealing with confidential records or discussions

Responsible for the Financial Administration of the AVPA Office and the Units and Special Projects Operating Within It, and Liaises with the Financial Officers of other Units within the AVPA Portfolio

- Manages the non-salary budgets of the AVPA Office and the units (Quality Assurance, Academic Integrity, Teaching Assessment Processes) and programs (Academic Leadership, LITE Grants, etc.) housed in it.
- Manages the budgets of the various strategic initiatives administered by the AVPA Office at any time, and liaises with the Vice-President, Academic and Provost's Office as appropriate in establishing such budgets
- Exercises signing authority on all expense accounts in the AVPA office
- Liaises with the financial officers of academic support units outside the AVPA Office but within the AVPA portfolio (Centre for Online Learning, Centre for Teaching Excellence, Writing and Communication Centre) on all relevant financial matters
- Working with the AVPA, forecasts budgets for all AVPA units and provides recommendations about mid-year adjustments when requested by the University

Ensures the Smooth Functioning of the Site Visit Portion of the Academic Quality Assurance Program

- Meet regularly with QA staff to devise and maintain a feasible schedule for site visits, and to discuss complications as they arise and agree on solutions

Arranged and managed logistics for site visits, including:

- Sending invitations to perspective reviewers and managing responses
- Maintaining the feasibility of the schedule of site visits by adjusting according to availability of reviewers in ways that do not generate scheduling conflicts
- Along with the QA staff, meeting with Chairs/Directors and relevant administrative staff to review the crafting of the site visit agenda and answering questions about the site visit process
- Liaising with relevant offices, arranging meeting times for site visitors with senior leadership (VPAP, AVPA, AVPGSPA, Deans). Conducting preliminary review of the completed agenda provided by the program before forwarding to the QA Director for final review. Providing the finalized agenda to reviewers, the program, the VPAP, Vice-President, AVPA, and AVPGSPA
- Acting as first point of contact for site visitors on logistical matters
- Tracking receipt of reviewers' report and following up if not obtained
- Organizing payment of honoraria to reviewers

Manages Office Administration, Personnel Information, and Recurring Processes

- Maintains confidential human resources files for staff within the AVPA Office and units within the AVPA Office (QA, AI, TAP), and for temporary and casual employees. Coordinates staff absences, including vacations and leaves, on behalf of the AVPA
- Participates in the hiring of and supervises most co-op students employed in the AVPA Office. Provides general guidance and supervision on a day-to-day basis to all co-op student and casual employees hired in the AVPA Office
- Processes employment forms and key permits and fobs as appropriate for AVPA Office staff
- Manages work arrangements for the AVPA Office and units housed in it, including work from home or other flexible work arrangements. This involves discussing preferences with staff and making recommendations to the AVPA about arrangements that ensure effective operation of the units while maximizing job satisfaction within those constraints. It also involves designing and maintaining appropriate scheduling systems for shared office spaces and adapting them over time as the needs of the office change
- Assists in the ongoing redesign of the University's Teaching Awards Processes; on behalf of the AVPA, ensures that prizes and congratulations letters for award recipients are delivered in a

timely way; compiles lists of teaching award winners for the President's annual awards celebration event

- Coordinates and manages computer equipment and software for the AVPA and for staff in the AVPA Office and the units housed in it
- Coordinates the purchase of supplies, maintaining records and ensuring budget is allocated
- Manages office equipment including printers, photocopiers, and telephones
- Serves as the safety officer for the Office. Ensures compliance with safety regulations and required staff training; receives complaints/concerns about safety in the working environment and initiates appropriate responses, and ensures that incidents are properly recorded; ensures that the safety plan is kept current, and ensures that relevant inspections for security, fire and accident hazards are carried out and work orders submitted to remedy infractions
- Maintains a strong working relationship with all staff in the AVPA Office and units housed in it, promoting a team approach within the Office
- Coordinates regular meetings of the AVPA Portfolio leadership group

Provides Secretarial and Administrative Support for Academic Governance Processes and Committees

Alternative Credentials Approval Committee (ACAC)

- Maintains records of ACAC that conform to requirements of the policies and procedures related to records management established by Senate and the Secretariat
- Maintains the online sites used by ACAC to conduct its deliberations and carry out its votes
- Ensures that established ACAC processes are followed in the consideration and approval of alternative credentials; this normally involves communicating with ACAC members, setting schedules and the like, and documenting processes
- Acts as a point of contact for those with questions about ACAC

Undergraduate Operations Committee (UOps)

- Working with the Chairs of UOps, prepare agendas for monthly meetings; gathers, organizes and distributes relevant supporting materials for agenda items
- Issues invitations and reminders for meetings
- Maintains records of meetings on behalf of the Committee

Provide Administrative Support to Units and Strategic Projects Housed Within or Administered by the AVPA Office

The precise duties involved vary depending on the needs of the unit/project, and will be worked out between the AMAA, the head of the unit/project, and if necessary the AVPA. Duties will generally include

- Scheduling (in person or virtual meetings)
- Attending meetings to provide logistical support (e.g., creating break-out rooms for virtual meetings)
- Taking meeting notes and maintaining appropriate records

Specific additional duties for some units include

Teaching Assessment Processes (TAP)

Job Description



- Schedules consultations with relevant groups (of faculty, students, staff involved in implementation of TAP processes, etc.)

Academic Leadership Program

- Schedules recurring ALP events (orientation training for new Chairs, small group meetings); manages invitations and communications about to the events
- Maintains up-to-date records of who holds various academic leadership positions across the University
- Working with the Director of ALP, publicizes ALP events to invitees (e.g., provide information about guest speakers, the purpose of meetings, etc.)
- Maintains attendance lists at ALP events to facilitate planning of future events

Reception

- The AMAA services as the first point of contact between members of the campus community and the AVPA Office. This involves responding to phone calls and emails and interacting with those who show up at the office.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Post-secondary diploma, or equivalent combination of education and experience in office administration. University degree preferred.

Experience

- At least 3-5 years of Administration or Executive Assistant experience
- Experience with financial reconciliations and purchasing
- Experience making independent judgments and handling confidential information
- Supervisory experience is an asset

Knowledge/Skills/Abilities

- Knowledge of the University's policies and procedures and with the academic culture on campus
- Being well-informed about and experienced working with University governance processes
- Ability to work independently and in teams. Being a collaborative team player who recognizes the value of strong, collegial relations with colleagues, both within the Office and more broadly within the University
- Superior written and oral communication skills
- Discretion and ability to maintain confidentiality
- Strong time-management skills and excellent attention to detail
- High capacity for work and a willingness to do extra if required
- Ability to pivot quickly, exercise sound judgment in adjusting priorities, and be flexible with workload
- High level of maturity and empathy; highly developed interpersonal skills
- Strong organization and analytical skills

Nature and Scope

-
- **Contacts:** Senior academic leadership (AVPA; AVPGSPA; President's Office; VPAP Office; Deans Offices; Associate Deans, Undergraduate); Leadership and administrative staff in ASUs within the AVPA portfolio (CEL, CTE, WCC) and outside it (Registrar's Office; Library; CCE; IAP); Faculty and department administrative staff; Secretariat; Finance; Human Resources; department chairs and others in academic leadership positions; student leaders (e.g. WUSA and GSA executive); potential site visitors for QA processes. Also communicates with others on campus or elsewhere on behalf of the AVPA as necessary.
 - **Level of Responsibility:** This role requires exercise of independent judgement within limits worked out and adjusted from time to time in consultation with the AVPA. Sound judgement is important because these decisions are often made on behalf of the AVPA. The role involves supervision of co-op students and casual staff. The work is often carried out with minimal supervision from the AVPA, so the incumbent must demonstrate problem-solving abilities, initiative, and self-motivation. Must have a thorough in-depth understanding of University policies and procedures and University governance.
 - **Decision-Making Authority:** In interactions with other units on campus, the incumbent is expected to make sound judgements on behalf of the AVPA within agreed and adjustable limits, and to recognize when issues ought to be escalated to the AVPA. Is responsible for adjusting the schedule of the AVPA in real time in response to changing circumstances. Makes routine HR and office management decisions on behalf of the AVPA
 - **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment
 - **Working Environment:** Modest flexibility of work hours, with requirement to work during core hours; most work days will be in person, but some opportunity for work-from-home is possible. The work environment evolves over time, so adaptability is required. There is some exposure to the stresses and challenges typical of a client-service/office position.