

Job Description

Job Title:	Executive Officer
Department:	Faculty of Arts
Reports To:	Dean, Faculty of Arts
Jobs Reporting:	Faculty Financial Officer; Faculty Administrative Officer; Operations Manager; Faculty Services Coordinator
Salary Grade:	USG 18/19
Effective Date:	February 2017

Primary Purpose

The Executive Officer (EO) is a strategic leader and advisor, ensuring that each Faculty is well positioned to achieve its bold vision and strategy. As the most senior staff member in the Faculty, the EO is responsible for overall business operations, administrative infrastructure, and the advancement of strategic initiatives. Reporting directly to the Dean, the EO is accountable for a wide variety of executive duties, initiatives, and special projects that have a far-reaching impact on the future success of the Faculty, the University and beyond. The EO also provides continuity within the Faculty during times of transition such as the Dean's turnover. The EO exercises considerable judgment and discretion in her/his capacity. The role has significant influence and responsibility for strategic planning, policy development and execution.

Key Accountabilities

Establishes the Strategies, Directions and Priorities of the Faculty's Administrative Infrastructure

- Supports the Dean to develop long-term vision and strategy for the Faculty, with particular focus on business operations and infrastructure, and their integration with academic programs
- Translates vision and strategy into operational plans
- Aligns resources (budget, staff, systems and processes) with strategy
- Responsible for annual reporting on faculty, staff and administrative infrastructure

Responsible for Implementing and Achieving Long-Term and Short-Term Operational Plans

- Provides strategic and operational leadership for the design, implementation and continuous improvement of non-academic services within the Faculty, including finance, budget planning, human resources, governance, facilities management, capital construction (e.g. new buildings) and renovations
- Ensures that the operational plans are delivered on time and on budget
- Integrates functional areas to ensure effective and efficient delivery of services
- Provides advice and expertise to the Faculty leadership on issues relating to operational activities
- Resolves complex operational issues

Responsible for Creating Strategies, Proposing Changing and Directing the Administrative Service Delivery Models Across the Faculty

- Develops, reviews and continuously improves administrative and business systems/processes to enhance service quality while maintaining/improving cost efficiency
- Deploys technologies where appropriate to optimize systems and processes

<ul style="list-style-type: none"> Integrates systems and processes to enhance user experience
<p>Provides Strategic Advice and Insights to Leadership and Various Committees</p> <ul style="list-style-type: none"> Ensures that advice is evidence based and data informed, and connects decision making with budgetary/financial impact Takes into consideration a wide variety of viewpoints and perspectives that may be in conflict with each other Builds consensus in a highly decentralized, and collegial environment Works closely with departmental Chairs, School Directors and/or Associate Deans, either individually or as a group, to facilitate decision-making on matters of strategic importance to the Faculty, for example: <ul style="list-style-type: none"> Incentive structure to promote and reward service teaching Funding scheme to initiate/accelerate collaborative programs
<p>Ensures the Effective and Efficient Utilization, Deployment and Development of Resources</p> <ul style="list-style-type: none"> Responsible for the management of the Waterloo Budget Model (WBM) on behalf of the Faculty Provides advice, insights and intelligence on the theory and application of the decentralized, activity-based budget model Directs scenario analysis to demonstrate the impact of decisions Anticipates potential evolution to the WBM and develops corresponding strategy and action plans Oversees the development and the implementation of a Faculty specific resource allocation model – for example, the Engineering Budget Model (EBM), a complex activity-based budgeting model for the Faculty of Engineering <ul style="list-style-type: none"> Achieves consensus with departmental Chairs and Directors on the design of the model Directs the long-range forecast of revenue and expenditures Directs data analytics, and reports to leadership on important findings/trends Proposes solutions to issues relating to the model Develops and implements an accountability framework within the Faculty Oversees Faculty’s internal budgeting process Oversees the development of tools, systems, databases to facilitate the implementation of the resource allocation model within the Faculty
<p>Risk Mitigation and Management</p> <ul style="list-style-type: none"> Reviews non-routine contracts and agreements, and consults central units (e.g. Legal Services, Secretariat, Insurance) where appropriate Negotiates changes to contracts/agreements Develops business plans for new academic programs/initiatives Identifies risks and performs risk assessment Manages risks to control/minimize risk exposure while maximizing the opportunities Provide strategic advice and recommends courses of action to Faculty leadership regarding risk management Lead and provide guidance to audit processes; provide management responses, and track actions
<p>Faculty Governance</p> <ul style="list-style-type: none"> Serves as Secretary (or a member) on the Faculty Council – one of the Council’s three officers (Chair, Vice-Chair and Secretary) Serves as a member of the standing committees, such as the Chairs and Associate Deans Committee (CAD), the Academic Policy Committee (APC), the Planning Committee and the Staff Advisory Committee

- Oversees the faculty Tenure and Promotion process
- Oversees searches for departmental Chairs/unit Directors and equivalent
- Liaises between the Faculty and the University governance e.g. University Secretariat on policy matters
- Responds to queries from the University governance on behalf of the Faculty
- Responds to information requests (e.g. FIPPA requests)

Policy Development and Compliance

- Develops Faculty-wide policies, in consideration of Faculty practices as well as University policies and procedures
- Interprets University policies and seeks clarification from the Secretariat where appropriate
- Recommends solutions to complex policy issues

Special Projects

- Assumes administrative leadership of special projects, as directed by the Dean;
 - Supports the development of new academic programs/initiatives, new research centres, and the re-alignment of existing programs/structures/systems; the focus may evolve from time to time
 - Provides administrative leadership for new strategic initiatives
- Transforms the administrative infrastructure in support of the Faculty's strategic plan, e.g. automation of faculty/non-faculty appointment processes
- Provides critical support and prompt responses during crises

Communications and Relationship Management

- Drafts and finalizes important memos, emails or other forms of communication on behalf of the Dean or the Vice-Dean
- Assists the Faculty leadership with correspondence dealing with sensitive matters that may require considerable discretion and judgement
- Establishes and nurtures sound working relationships with the leadership team as well as internal and external stakeholders
- Interacts regularly with members at all levels of the community
- Accurately represents the Faculty leadership's position to help move forward decision making

Leadership on Finance, Budget and Human Resources

- Oversees financial administration and management including financial planning, budgeting, accounting, reporting and internal audits to maintain financial integrity
- Design and implement organizational structure changes in response to Strategic priorities
- Directs staff merit reviews, goal setting strategies, and compensation reviews
- Provide leadership for faculty review processes
- Provides oversight with specific guidance and support to academic units as required
- Ensures optimal resource allocation in support of the mission and priorities of the Faculty
- Fosters a positive, nimble, cohesive and constructive working environment across the Faculty
- Recommends and implements structural re-alignment if necessary
- Advises on staff- and faculty-relations which may involve discipline in accordance with University policies
- Approves budgets in consultation with the Dean/Vice-Dean as appropriate
- Resolves complex budgetary issues

Job Description



- Monitors the cost of the Faculty level administrative services, analyzes data and recommends solutions

Represents the Faculty on Administrative, HR and Financial Matters

- Serves on University committees and working groups to support institutional strategic initiatives

**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

- University degree is required; an MBA or equivalent combination of education and experience will be considered an asset
- Understanding of legal and contractual framework/terms an asset

Experience

- 10 years of extensive and relevant experience in a university or comparable environment; with proven track record of achievement
- 5-year direct experience in proactive management of large budgets; specific experience in activity-based budget model will be an asset
- Significant experience in building consensus and influencing decisions in an academic environment

Knowledge/Skills/Abilities

- Exceptional interpersonal, communication and presentation skills with proven strength in building relationships with stakeholders at all levels
- Extensive experience in operational leadership, strategic thinking, and change management, with the ability to identify inefficiencies and implement solutions to improve processes and systems
- Demonstrated experience in taking a strategic approach, ability to track key performance indicators, metrics and measures to ensure success and accountability
- Exceptional organization and time management skills with a proven commitment to quality assurance, accuracy and fiscal responsibility
- Proven ability to work cohesively to encourage change management while communicating broadly with key stakeholders
- Expert knowledge of trends and alternatives in relation to activity-based budgeting
- An enthusiastic and motivated individual with the ability to help create, and sustain a transparent and collaborative organizational structure focused on continuous improvement
- Advanced proficiency with Microsoft Office suite

Nature and Scope

- **Contacts:** Internally, communicates with senior leadership and senior colleagues within the Faculty and campus wide to influence, motivate and promote the vision and strategic planning for the Faculty. Provides operational leadership, strategic advice and counsel to senior leadership committees. Externally, the Executive Officer communicates regularly with stakeholders, industry partners to advance the aspirations of the Faculty and provide senior level administrative support to special projects.

-
- **Level of Responsibility:** The position is responsible and accountable for operational leadership within the Faculty in support of business operations, administrative infrastructure and strategic initiatives. The position is also responsible for risk mitigation, communications, resource deployment and relationship management in their capacity as Executive Officer. Incumbent must be nimble, and creative with the ability to anticipate trends and lead change management initiatives.
 - **Decision-Making Authority:** Responsible and accountable for all aspects of the role as outlined above with particular emphasis on operations, risk management, infrastructure, and strategic initiatives.
 - **Physical and Sensory Demands:** Position has ongoing deadline pressure with rapidly evolving priorities that may compete with each other; an unpredictable workload; continuous interruptions by others on an ongoing basis; and exposure to emotionally charged situations
 - **Working Environment:** May include exposure to disagreeable conditions. May be exposed to stressful situations consistent with senior level responsibilities in a complex academic environment. Position may include long hours and occasional travel required.