

Job Description

Job Title:	Executive Director, Office of the President
Department:	Office of the President
Reports To:	President and Vice Chancellor
Jobs Reporting:	Administrative Manager, Executive Assistants
Salary Grade:	USG 15
Effective Date:	August 2020

Primary Purpose

Reporting to the President, the Executive Director (ED), manages the staff, business functions and priorities for the Office by undertaking key process, communication, structure, core activities and improvement-focused projects that support the most effective and impactful delivery of the President's strategic goals. A key responsibility is to identify opportunities to grow the collaborative culture across the President's senior executive team (PVP) and related teams. Institutional issues management is a critical function of the Executive Director. The ED is a key liaison with other executive offices of the University providing strategic and operational assistance for initiatives relating to Board business in support of the President and the University Secretary. The ED interacts with Governors and other senior administrators to facilitate a seamless flow of information in order to ensure strong communication between and amongst the university's management group and the Board of Governors. The ED develops and implements short- and long-term plans and ensures effective delivery of service to high priority stakeholders internal and external to the university.

Key Accountabilities

Strategic Support

- Supports the President in the achievement of annual and Strategic Plan priorities including monitoring, tracking and reporting on progress
- Supports the President in leading an effective senior leadership team; manages meetings and agendas, plans and executive retreats, prepares or secures suitable materials to assist team deliberations
- Facilitates the full engagement of other executive offices in the strategic priorities of the President and of the University. This requires extensive collaboration on matters of high priority to the President.
- Identifies and cultivates relationships with key individuals in organizations and with other strategic partners who have objectives and interests that align with the University of Waterloo in existing or new areas of work.
- Provides strategic support for initiatives relating to Board business
- Undertakes special initiatives and projects as determined by the President including complex and sensitive files
- Oversees key written communications to ensure that they accurately reflect the President's priorities
- Supports the President's on international engagement activities, and strategic speaking engagements
- Gathers intelligence and environmental scans of major initiatives and developments both on campus and externally to keep the President up to date on emerging issues

- Works collaboratively with Media Relations, Communications, Community Relations & Events to deliver presidential statements, comments, messaging and events in support of presidential priorities

Relationship Management

- Supports the work of the President's Team by identifying linkages, emerging issues and opportunities between administrative portfolios and by making recommendations that enhance systems/processes/programs that support the priorities of the President.
- Ensures effective communications and decision-making between and within the President's Office and other executive offices and constituencies (Board of Governors, Vice-Presidents, Deans, Secretariat, Staff, Students, Faculty)
- Maintains a strong knowledge base of current UW programs, policies, resources and services, developing strong relationships with senior leadership to effectively liaise, anticipate issues and opportunities
- Supports the Associate Provosts and Associate Vice-President's on initiatives and issues management for the institution
- Fulfills a primary liaison role within the Office of the President and is responsible for coordinating with internal stakeholders such as: University Advancement, University Relations, Provost, AP Students, Waterloo International, the Office of Research, Secretariat, General Counsel, Finance & Administration, FEDS, GSA, Faculty, Staff and other community stakeholders
- Provides high level strategic support to the University Secretary for the recommendation, planning and overall delivery of a suite of programs, structures and initiatives supporting the governance of the Board of Governors
 - Works with the President, University Secretary and senior leadership to develop the annual Board Workplan based on the President's goals, strategic plan and institutional priorities
 - Development of reporting templates and quarterly updates from the vice-presidents to the Board
 - Board Orientation and Board retreat activities
 - Board Communication Strategies - Development and management of communications and public relations initiatives for the Board of Governors, regularly coordinating activities with University Relations, the President's office, Office of Advancement, Provost's office, Deans, Alumni, faculty, staff and students
 - Board Recruitment - Supports the external member Board succession planning process
 - Board Engagement Strategies – partnership opportunities for Board members with advancement and other advocacy activities to build relationships
 - Supports the Chancellor's activities
 - Manages the President's internal governance bodies (Executive Committee/PVP/CPG)
 - Compiles and analyses evaluative data to monitor the effectiveness of governance structures, processes and programs. Researches and makes recommendations on governance structure effectiveness and continuous improvement initiatives to the University Secretary
- Liaises with the AVP, Waterloo International, AVP Innovation to facilitate connections for the President in order to build international presence through establishment of corporate partnerships, collaborative academic programs and joint research initiatives in priority markets
- Liaises with VP Advancement, Advancement staff both centrally and faculty-based on how and when to engage the President on large gift prospects or stewardship opportunities
- Liaises with AVP, Government Relations on strategic initiatives and priorities

Issues Management Oversight

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- Evaluates emerging and longer-term opportunities and threats to achievement of the President's priorities and critical success factors of the University
- Communicates on the President's behalf with various members of the executive team and governors as required
- Responds to and meets with a broad range of internal and external individuals and groups, frequently related to matters of immediate concern, and coordinates responses, solutions, and follow-up with the President and other appropriate university officers.
- Reviews key communications with respect to issues to be published over the President's signature

Director of the Office of the President

- Manages a team of creative professionals, ensuring the highest standards for producing engaging, compelling and effective communications, ensuring objectives are fulfilled, shared and optimized across communications channels and ensuring project management, project deliverables, client relations and portfolio strategies are managed and completed successfully
- Ensures that appropriate responses on behalf of the President are prepared or delivered for inquiries, correspondence, complaints; or gathers appropriate background information for the President to make a decision
- Undertakes research and analysis to assist the President with correspondence, reports, policy documents and presentations.
- Ensures that the President is appropriately prepared for meetings, events and other engagements. Ensures the President receives important policy documents, strategic reports, and prepares the same as required.
- Attends meetings with or on behalf of the President to ensure that appropriate follow up occurs and that the President is briefed on outcomes
- Provides oversight for the records and information management within the Office of the President in accordance with University records management and retention policies, guidelines and legislated requirements such as FIPPA

Human Resources

- Supports the President in the recruitment, retention and alignment of senior leadership structure to meet strategic objectives and goals
- Liaises with the Office of the Legal and Immigration Services and Department of Human Resources when issues relating to performance management and employment contracts for Senior Administration need to be resolved.
- Develops processes and coordinates in consultation with the President, the annual work plans, mandate letters and assessment process for all direct reports to the President
- Responsible for all aspects of human resource management, development and staff relations for the individuals in the Office of the President, including hiring, managing performance, disciplining and/or terminating employment as required; assigning and directing work; coaching, mentoring and providing training and growth opportunities.
- Responsible for the development of an annual work plan for the Office of the President, Office retreats, and measuring progress

Financial Management

- Accountable for the Office of the President budget, allocation and monitoring to determine if work processes or resource allocation require modification to meet defined budgets
- Oversight of risk management with respect to the fiduciary responsibilities of the President.

Job Description



- Review all expense claims for Vice Presidents for the President's approval, approve all expenditures for the Office including review of expense claims made by the President ensuring compliance with policies and procedures.
- Manage annual financial reporting for the President's travel and entertainment expenses required for audit purposes

**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, business administrative field preferred. Significant managerial and professional experience in support of a complex executive environment. Comprehensive understanding of the administrative, academic and governance structures of the University. Solid understanding of the external environment for universities within Canada and the Province (COU, UC, U15, Federal and Provincial Ministries, etc.)

Experience

- Minimum (10) years of professional experience providing strategic, administrative and management in the office of a C-level executive or a large post-secondary institution.
- Applicants must have experience in roles of progressive responsibility and senior administrative experience.

Knowledge/Skills/Abilities

- Must be able to quickly assimilate information, analyze data and be able to provide strategic advice, guidance and decisions on behalf of the Office of the President or the President as required.
- The highest ethical standards. Extensive knowledge of the University's policies, procedures and operating requirements, and the academic culture on campus.
- Must be confident, organized, and an accomplished problem solver. Tact, judgment and diplomacy are essential.
- Advanced mediation, communication and relationship management skills including an ability to influence, negotiate and build productive working relationships with key stakeholders, senior university management and external partners to achieve required outcomes.
- Outstanding written skills in the preparation of papers and reports.
- Ability to identify opportunities and areas for improvement and initiate, lead and implement administrative and process reviews to achieve efficiency and service improvements.
- Highly developed people management and leadership skills with the demonstrated ability to develop and support a professional, service and continuous improvement focused workplace culture.
- Ability to think and act strategically, creatively and dynamically in a high- pressure work environment. Ability to form relationships at senior levels of the Board and University (Deans and Vice-Presidents) to serve the mission of the University.
- Ability to make difficult and complex decisions with good judgment and with acute sensitivity to the political environment and to the reputation of the Office and the University.
- Strong analytical and financial skills to oversee budget portfolio, and to review and assess the budget implications of initiatives.
- Ability to manage confidential and sensitive materials and situations with the utmost discretion.

Nature and Scope

Job Description



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- **Contacts:** Board of Governors, Vice-Presidents, Deans, Secretariat, Staff, Students, Faculty, University Advancement, University Relations, Provost, AP Students, Waterloo International, the Office of Research, Secretariat, General Counsel, Finance & Administration, FEDS, GSA, Faculty, Staff and other community stakeholders
 - **Level of Responsibility:** See decision making authority outlined below
 - **Decision-Making Authority:** Reports directly to the President. Significant level of responsibility and accountability to support the priorities of the President and the vision of the university. Often manages highly confidential issues for the President President's Office staff report directly to the ED, but the ED also works very closely with all of the Vice-Presidents Direct and primary responsibility for the operating budget of the Office of the President Highly complex issues are managed which may involve all levels of government, media, corporate leaders, opinion leaders, faculty, staff and students – often high risk of impact on institutional reputation if not managed well Issues have to be creatively managed by the ED as generally each issue is new and unusual, very little of the work is routine in nature High level of involvement with foreign government agencies, corporations and people of influence at the international level Final decisions related to all operational, human resources, financial and communication activities of the Office of the President Decisions with respect to allocation of President's time (fund-raising, government relations, senior committee meetings, social events, etc.) Provides guidance and problem-solving support to the President and other senior administrators on a wide range of issues involving strategic and operational matters, which may include interpretation of policies and procedures, or which may require decisions for which no known precedent exists Determining what issues require the President's time and what issues can be resolved by others Manage initiatives on behalf of the President and advises the President and other senior leaders on matters related to programs, issues, policy and both internal and external relations Required to act on behalf of the President and serve as a liaison with campus leaders community members and the Board
 - **Physical and Sensory Demands:** This position requires outstanding customer service, sound judgment, a strong work ethic, calm demeanor, ability to work under very challenging time constraints, constant interruptions and competing priorities. Extended time at a computer.
 - **Working Environment:** Office-based role with some travel.