

Job Description

Job Title:	Director, CEE Business Services
Department:	Co-operative & Experiential Education
Reports To:	Associate Provost, Co-operative & Experiential Education
Jobs Reporting:	Associate Director, Communications, Engagement & Digital Experience, Technology and Continuous Improvement Manager, Executive Officer, Manager Data Analytics & Reporting, Program and Process Manager
Salary Grade:	USG 16
Effective Date:	April 2021

Primary Purpose

The Director, CEE Business Services is accountable to the Associate Provost, Co-operative and Experiential Education (CEE), and is responsible for the strategic planning process, financial management, the program management office and the technology to ensure practice leadership, operational efficiency and sustainability of the CEE portfolio. This role provides thought leadership in the execution of co-operative and work-integrated learning and career education. The incumbent is a key participant in developing and executing the strategic plan and integrating practices and policy of the units within CEE. The incumbent provides stewardship within the portfolio ensuring compliance to processes, practice, policy and legislation

The Director, CEE Business Services is a member of the CEE leadership group, the Co-op leadership group, the Co-operative Education Council (CEC) and represents the CEE portfolio on various working committees and groups across the University.

Key Accountabilities

Strategic Leadership

- Leads the development of the CEE strategic plans
 - Works collaboratively with the CEE leaders to develop an integrated CEE strategic plan
 - Ensures that programs, projects and funding is strategically aligned
- Develops and maintains a good working knowledge of the university's strategic plans and priorities,
- Develops and maintains good relationships across campus and with other post-secondary institutions
- Helps Waterloo maintain its global leadership position by:
 - providing thought leadership in the execution of co-operative and experiential education processes and practices
 - understanding global work integrated learning processes and practices
 - Ensuring HR talent acquisition and retention best practices are embedded in the delivery of co-operative and experiential opportunities services.
 - generating business intelligence, new and creative ideas and innovations in experiential education through continuously assessing and analyzing processes and data, work place and technology innovations, experiential education and related industry practices.
- Provides support to the integration of the CEE portfolio by recognizing opportunities and providing expertise in process design, implementation, monitoring and metrics

Program Management Office (PMO)

- Responsible for developing and maintaining a program management office for CEE portfolio

Job Description



- Identifies duplicate efforts, impacts, dependencies, and opportunities for enhanced productivity, effectiveness across the CEE portfolio.
- Provides project management tools and expertise across the CEE portfolio
- monitors and coordinates all projects within the CEE portfolio ensuring appropriate governance and alignment to strategic goals

Executive Office

- Responsible for financial oversight of the portfolio including budget setting, expense reporting and monitoring and setting the coop fee
- Management of the human resources activities and support for intra-department/faculty councils and committees led within the portfolio
- Centralized contact for CEE with Legal, Secretariat, IAP, IST, safety office and other support units on campus
- Ensures appropriate practices and compliance to legislation for CEE and students while on work terms
- Provide guidance and centralized storage for documents such as memorandums of agreement with other departments on campus and with industry partnerships or employers

Process stewardship and compliance

- Ensure CEE compliance to process, practice, policy and legislation
- Design, development and monitoring of processes across CEE by ensuring processes across the portfolio are consistent and the coordination of centralized calendar, employer and student touchpoints, surveys and mass interactions.
- Foster a culture of continuous improvement and customer service
- Relationship and contract management and centralized storage of non-disclosure agreements with external vendors

Data analysis, reporting and research

- Responsible for developing and maintaining the infrastructure and supports needed to use Waterloo's large source of data to support our global leadership position
- Creates and maintains a reporting framework to support each unit
- Develop policies on the use of CEE data
- Analysis to inform business decisions, improve processes and to identify new data needs
- Develop effective partnerships across campus including Work-Learn Institute, Office of Research, IAP, IST, researchers across UW and in the work integrated learning space globally

Software, Hardware

- Research and provide technology solutions to support the business processes to a diverse range of practices within portfolio
- Support and new development of software applications supporting CEE Business Services including Co-op, Career services, WIL Programs, EDGE, WATPD.
- Build and maintain relationships with IST and software vendors including Orbis Communications (WaterlooWorks)
- Ensure the effective, cost efficient use of hardware and software applications
- Ensure a continuous improvement process is in place and new projects are prioritized and implemented.

Job Description

**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

<p>Education</p> <ul style="list-style-type: none"> • University undergraduate degree in Business Administration, Operations Management or related field
<p>Experience</p> <ul style="list-style-type: none"> • Minimum of 10 years of leadership experience in a service-providing organization • Experience in managing large budgets • Experience with project management offices and continuous improvement
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none"> • Demonstrated ability to develop and execute strategy • Strong leadership skills • Strong financial management skills • Proven skill in relationship management and achieving results using a collaborative approach • Demonstrated success in leading change efforts • Excellent verbal, written and presentation communication skills • Knowledge of work integrated learning and career • Knowledge of process, program and project management • Knowledge of data management principles and practices • Ability to see how technologies and processes in different industries might apply to experiential education

Nature and Scope

- **Contacts:**
Internal: CEE leadership and management teams; student representatives; Information Systems and Technology, Registrar's office, Institutional Analysis and Planning, Office of Research, Office of Development & Alumni Affairs, Communications & Public Affairs, Government Relations, Secretariat, faculty and other on-campus units as required. The incumbent is a member of the Co-operative Education Council and of the on-campus Leadership Forum. External: experiential education leaders and practitioners at post-secondary institutions world-wide; external vendors
- **Level of Responsibility:**
This role a broad range of accountabilities requiring knowledge and experience in many different fields. They are accountable for ensure appropriate processes, policies and monitoring tools are in place. Through the PMO, they will ensure that CEE resources are being appropriate aligned to the strategic plan.
Financial: They are accountable for multi-million dollar vendor contracts and project budgets and working with CEE leadership for the portfolio budget. The role is accountable for staffing, equipment, travel and associated costs for the unit. The incumbent approves staff travel expenses and signs off performance evaluations and ratings for indirect reports.
- **Decision-Making Authority:** The incumbent is a key influencer with the CEE leadership team. Many of the initiatives led within this group will directly impact co-op hiring rates and employer and student experiences. They are accountable for decisions within the unit, including hiring decisions and performance evaluations, and uses judgment to determine when and how to escalate issues to the Associate Provost, Co-operative & Experiential Education or elsewhere at Waterloo. The incumbent will make decisions on the appropriate use of data, use of hardware and software dollars and that appropriate controls are in place.

Job Description

- **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in slight fatigue, strain or risk of injury.
- **Working Environment:** Office based, some travel required, very fast paced environment with new issues arising daily.