

Job Description



Job Title:	Administrative Manager
Department:	Geography and Environmental Management
Reports To:	Chair
Jobs Reporting:	Financial and Administrative Coordinator Undergraduate Program Coordinator and Advisor(s) Graduate Program Coordinator and Advisor(s)
Salary Grade:	USG 8
Effective Date:	June 2023

Primary Purpose

The Administrative Manager (AM) is a strategic leader and advisor, ensuring the department is well positioned to achieve its vision and strategy. The AM provides strategic advice and guidance to the Chair and senior administrators. The AM is responsible for department operations, including administrative, financial, and human resources management for both operating and research activities. The AM oversees management of facilities and space for the department. As the senior administrative staff member, the AM provides continuity during transition in leadership roles. The AM guides and participates in governance, deliberative and compliance processes, interpreting and providing expert counsel on policies and procedures. The AM exercises considerable judgement and discretion in their capacity, with the role having significant influence and responsibility for strategic planning, policy interpretation and execution. The AM is a critical position in the department with administrative staff positions reporting directly to this role. The AM possesses strong problem-solving abilities consistent with senior leadership roles and required to effectively manage research funds. The ability to develop and foster relationships with key stakeholders is essential.

Key Accountabilities

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| <p>1. Strategic Initiatives and Planning, including but not limited to:</p> <ul style="list-style-type: none">• Provides strategic input on faculty and staff hiring and affordability of strategic plans providing the Chair with confidential advice, information, and data to support decision-making.• Provide Chair and Associate Chairs with confidential information and data to support decision making processes.• Manages the allocation of resources required to support the strategic and operational plans of the department.• Ensure administrative continuity of academic administrators through effective record keeping and internal departmental procedures.• Responsible for operationalizing the strategic plan as it relates to key accountabilities of the role.• Supports the Chair with the process for the seven-year program reviews.• Oversees strategic communications, including responsibility for internal communications and web content. |
| <p>2. Organization and Human Resources Administration, including but not limited to:</p> <ul style="list-style-type: none">• Responsible for the recruitment, supervision, evaluation, promotion, professional development, retention, and performance management of staff members.• Manages the reporting of performance ratings and is also the contact that is responsible for the merit planning. Provides recommendations to the Chair (serves as delegate) on salary pool allocations. Requires an in-depth knowledge regarding their department's financial happenings as well as the responsibility to ensure Supplemental Funds are adjusted within the pool in a meaningful and strategic way to ensure merit pay equity. |

- Responsible for consistent application of policies and best practice as it relates to human resource issues and structure changes, develops, and implements staff plans in consultation with the Faculty Executive Officer.
- Provides leadership, mentoring and coaching to staff and faculty members, both operating and research.
- Ensures effective change management best practice through communication, consultation, expectation management, training, and development.
- Oversees the recruitment, payment, and termination of casual and temporary employees, student hires, non faculty appointments, including research employees, and ensures processes are in place for the efficient and effective management of employees.
- Works with direct reports to build training plans that align with staff interests, job function and long-term goals.
- Fosters a collaborative and supportive environment for students, staff, and faculty.
- Promotes a culture in the department that fosters continuous improvement and innovation.
- Contributes to Environment Administrative Manager/Officer discussions, develops relationships with senior staff members to develop and implement operational best practices.
- Oversee of Faculty recruitment in accordance with Policy 76.
- Management of the annual Faculty Performance Evaluation in accordance with the FAUW/UW Memorandum of Agreement and Faculty guidelines.
- Administration of the annual Faculty Tenure and Promotion in accordance with Policy 77.
- Executes all Faculty Appointments which includes sabbatical, administrative, faculty, postdoctoral, research associate, visitor, sessional, adjunct and cross-appointments.

3. Financial Development, Management and Oversight, including but not limited to:

- Oversees the development and administration of the annual operating budget for the department to guide strategic financial decisions.
- Executes the administration of the operating budget and expenses, ensuring that funds are available to support operations and strategic priorities for academic and non-academic purposes.
- Develops and implements internal financial controls to ensure all operating, research, endowment, and trust accounts are soundly managed.
- Issues invoices for internal and external customers, ensuring external customer agreements are in place and compliant with UW Policies and procedures.
- Exercises judgement and interpretation on University's financial regulations, policies, and procedures and compliance of transactions on research accounts.
- Responsible for research financial management including overseeing post-award administration of sponsored research funds including financial review, oversight of compliance with granting agency guidelines, sponsor regulations, research governance and university policies.
- Ensures audit trails are in place for all approved financial transactions and maintains support documentation of transactions for internal or external audit queries.
- Assures the integrity of the core operational processes and associated data; and has signing authority on all operating, endowment, and trust accounts within the department.
- Provides accurate and up-to-date financial information to the Chair on the overall financial status of the department.

4. Administrative Leadership, including but not limited to:

- Serves as the primary source within the department for the interpretation and application of university policies, procedures, and guidelines.
- Ensures that policies are properly executed within the department.
- Develops non-academic policies, procedures, best practice within the department in consultation with senior leadership and facilitates effective communication with stakeholders.
- Responsible for continuous quality improvement in day-to-day operations.
- Provides leadership, coaching, mentoring in support of administrative processes, student services and some information technology activities.
- Responsible for records and information management in accordance with university policy; makes recommendations to the Chair on department file structure.

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- Advocates for health and well-being of faculty, staff, and students; is aware of programs, events, workshops, develops new initiatives in support of community engagement.
- Ensures effective and efficient operation of committees and serves as a resource.

5. Operational and Facilities Management, including but not limited to:

- Prepares confidential information on behalf of the Chair.
- Ensures Department's information management is compliant with Policy 46 and the Waterloo Records Classification and Retention Schedules (WatClass).
- Management of space and space allocations within the department including allocating space to faculty, staff and visitors.
- Authorizes the purchase and allocation of equipment, furnishings, and supplies.
- Fosters relationships with campus services supporting building maintenance.
- Ensures staff have the equipment, resources, and space necessary for an optimal work environment.
- Supervises the organizing of special events within the department (Retreats, Capstones, social events, etc.)
- Ensures sustainable and green initiatives are implemented.
- Ensures Health and Safety guidelines are followed.

**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

- A bachelor's degree in a discipline related to finance/accounting, management, business administration or related field required with several years of increasing responsibilities and administrative experience in an academic department
- Equivalent combination of education and experience will be considered

Experience

- Extensive experience in leadership, financial management and human resources administration in an academic setting
- 3-5 years of Supervisory experience with the proven ability to guide, develop, mentor and performance manage staff.
- Proven ability to support the unique requirements of a collegial environment, with a strong focus on student experience
- An understanding of a research-intensive academic unit

Knowledge/Skills/Abilities

- Strong financial background including financial planning, analysis, data management, budgeting, and forecasting
- The role requires extensive knowledge of various funding agency guidelines combined with extensive understanding of related policies and procedures
- Outstanding interpersonal, communication (oral and written) and organizational skills; strong leadership and team building abilities
- Knowledge of human resources legislation and best practice
- Demonstrated ability to use logic, critical thinking, and exercise good judgement
- Multi-tasking, concurrent task and problem management skills are essential with the ability to assess, analyze and resolve issues
- Ability to handle confidential information with discretion, exercise, tact, and diplomacy in managing sensitive issues
- Experience using University internal finance, human resources and student information systems are

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assets

- Intermediate to Advanced knowledge of various software tools, including but not limited to Microsoft Excel and Word, SharePoint, WCMS, and Outlook

Nature and Scope

- **Contacts:** Within the department, communicates with faculty and staff at all levels to engage, influence and motivate. Communicates with senior administrators in the department to promote, justify and settle highly sensitive matters. Communicates with all employees, graduate, and undergraduate students and external contacts. Works in collaboration with key roles in the Office of the Dean of Environment to support strategic objectives of the department and faculty. Within the university, liaise with senior administrators and staff to promote, justify, and settle highly sensitive matters. Maintains excellent working relationships with counterparts and academic support units including Finance, Office of Research and Human Resources.
- **Level of Responsibility:** The Administrative Manager is expected to show initiative and be able to work independently with minimal supervision as well as in a collaborative team environment. They supervise, guide, mentor, empower, and provide sufficient consultation to ensure that academic and research staff meet the goals and expectations of their position and duties are covered during periods of absence.
- **Decision-Making Authority:** The Administrative Manager makes independent decisions regarding administrative operations in support of the department's teaching and research missions. The incumbent formulates decisions on timelines, budget allocations, and staffing resources to meet established objectives. They are responsible for the hiring, performance evaluation decisions and manages the reporting of performance ratings and is also the contact that is responsible for the merit planning for department academic staff.
- **Physical and Sensory Demands:** This position requires mental concentration and typical demands of a senior position operating within an office environment.
- **Working Environment:** Regular working hours. May require some evening or weekend hours as needed. Exposed to frequent procedural change, stress and pressure associated with senior level responsibilities, significant financial oversight, and confidential human resource leadership.