

Job Description

Job Title:	Administrative Officer
Department:	Plant Operations
Reports To:	Executive Director, Facilities
Jobs Reporting:	Records Management Coordinator
Salary Grade:	USG 8
Effective Date:	March 1, 2017

Primary Purpose

The Administrative Officer provides strategic support and advice to the Executive Director, Facilities and is a member of the Plant Operations senior leadership team. The role is responsible for ensuring continuity amongst all department business units through process and policy development and governance. The position provides project management and support on special projects and strategic initiatives, writing and communications management, human resource administration and other operating functions and serves as an advisor to the department's senior administration on confidential and non-routine matters.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

Strategic Planning

Assists with and supports the department's strategic planning efforts addressing stewardship responsibilities and long-term sustainability of the University's campus, facilities and infrastructure and maximizing opportunities for efficient delivery of campus services and optimal investments in University-wide infrastructure.

- Provides the Executive Director, Facilities with confidential and strategic advice, information and data to support decision making.
- Assists in the development of long-term strategies and operational plans for the department.
- Support, track and report progress on strategic initiatives.
- Aligning department and business unit actions and outcomes with department goals and objectives.
- Coordinating the documentation and communication of department and business goals, objectives, actions and outcomes.
- Supporting the development and maintenance of strategic partnerships and relationships within the department and University community.
- Provides input into staffing issues in relation to the department's strategic planning initiatives.

Operations planning and management

Oversees planning, management, and delivery of department and business unit policy and processes and communication strategies, fostering a client-focused, service-oriented work environment for operational consistency and effectiveness.

- Coordinates with the Executive Director, Facilities in the planning, design and implementation of a facilities management business systems review process to initiate customer service and drive continuous improvements.
- Provides analytical research for the long term planning, development, modelling and alignment of departmental policies and processes suitable for the University environment.
- Documentation and management of policies and processes.
- Develop framework and metrics for reviewing policies and processes in view of changes in the external environment, internal organizational changes or changes in strategies.
- Executes change management documentation and strategies through transition progression.
- Project management of technology implementations and strategic initiatives as needed.
- Benchmark existing practices to leading practices within educational facilities.

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<ul style="list-style-type: none">• Establishes and oversees document management and records retention procedures for department.• Ensures, through spot check and gap analysis, agreed processes are followed consistently, goals met, and appropriate metrics identified, tracked and communicated openly and frequently.• Oversee, develop, implement and maintain a communications strategy for internal and external communication directives.• Coordinates branding and marketing program for the department in alignment with the University platform.
Administrative Leadership <ul style="list-style-type: none">• Creation and review of net new and existing job descriptions and submissions of Staff Relations Committee documentation.• Serving as a resource within the department for the interpretation and application of UW and departmental policies, guidelines and practices.• Ensure the effective operation of various departmental committees and provide support and resources to these committees when required.• Ensuring appropriate communication of information throughout the department to ensure continuity and consistency among units.• Oversees the development and maintenance of a departmental records management program.• Fosters positive, effective relationships with representatives of internal and external partners.• Determines content and ensures timely information on the department's website.
Executive Administrative Support <ul style="list-style-type: none">• Maintains utmost discretion and confidentiality of the Executive Director, Facilities discussions and correspondence.• Provide a confidential sounding board for ideas, plans and providing advice and criticisms; critical analysis; perspectives; options and alternative approaches.• Keeps the Executive Director, Facilities informed of priorities and urgent matters as they arise and responds as appropriate.• Ensure the effective functioning of the Executive Director, Facilities through activities such as calendaring, meeting management, document creation and travel arrangements.• Organizes support materials by researching, analyzing, composing and/or synthesizing and formatting documents.
Other <ul style="list-style-type: none">• Performs other related duties and responsibilities as assigned and supports departmental activities.

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education <ul style="list-style-type: none">• Post-secondary education in a related field or equivalent combination of education and/or experience.
Experience <ul style="list-style-type: none">• Seven (7) to ten (10) years of progressive experience as both Owner and Tenant in a non-residential/large institution Facilities Property Management and Design/Construction environment required.• Proven project management expertise in the same field preferred.• Five (5) years extensive administrative experience in a facilities and property management environment preferred.
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Sound working knowledge of property and Facilities Management principles, services and operations.• Strong theoretical, practical, and procedural knowledge in project management.• Solid business process review, change management and transition leadership skills and experience• The Administrative Officer must demonstrate strong leadership skills and be a proven strategic and pragmatic thinker. Excellent interpersonal skills are required, including outstanding verbal and written communication skills and a proven record of demonstrated tact, judgment, and diplomacy with a deep commitment to customer service. Must be confident, organized, and an accomplished problem-solver,

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able to quickly assimilate information and analyze data. Demonstrated ability to make independent decisions and to build consensus within an organization.

- Proven ability to effectively manage multiple priorities and exercise prudent judgement.
- Excellent computer skills using Microsoft Word and Excel, Outlook, Access, ARCHIBUS, AutoCAD, CMMS systems.
- Superior capacity to understand and adapt to new concepts and systems.

Nature and Scope

- **Contacts:** This position comes in contact with a wide variety of internal and external people at all levels of responsibility. The incumbent requires excellent personal and communication skills in order to influence and motivate others while building strong working relationships. This position is also a key contact for staff within the department.
- **Level of Responsibility:** A senior staff position managing department wide processes and initiatives.
- **Decision-Making Authority:** In collaboration with the Directors and management teams, responsible for the development and implementation of strategic plans, best practices and process improvements that support the departments' mission and goals. Is responsible for identifying changes in policies or systems and ensuring that they are communicated and procedures are put into place to implement them.
- **Physical and Sensory Demands:** Minimal demands typical of a senior position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a senior position; exposed to stress and pressure associated with senior level responsibilities.