

Job Description

Job Title:	Director, Business Services
Department:	Plant Operations
Reports To:	Executive Director, Facilities
Jobs Reporting:	Manager, Finance & Budgets Manager, Client Services & Supply Hub Manager, Documents & Digital Archives Supervisor, Employee Relations & Payroll IT Specialists
Salary Grade:	USG 15
Effective Date:	October 2022

Primary Purpose

The Director, Business Services is responsible for the prudent and effective planning, management and delivery of a variety of integral administrative/support areas of the department that include financial management, administration, IT systems, material acquisitions and logistics, key security, HR operations and more. These units engage with and provide services to all levels of Plant Operations, UW community and broader external community.

University of Waterloo infrastructure comprises of over eight million square feet, eighty major academic buildings, and three campuses supporting state of the art teaching and ground-breaking research.

Responsibilities will align with the Plant Operations goal of contributing towards providing a safe and accessible, invitingly clean and comfortable, functionally-enriched and well-maintained campus environment through service excellence.

Key Accountabilities

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
- Directs the development of key service related performance indicators and various analysis supporting optimization of the Waterloo Budget Model incorporating operating costs, energy consumption data, deferred maintenance risks, and evolving technology.
- Provides leadership in the development and continual improvement of Plant Ops computer based systems and their alignment with the goals of UW wide IT strategy.
- Provides vision and strategic direction of improvement of Plant Ops data & document management utilizing new technologically advanced systems.

Financial Management

- Supports the Executive Director in the development and administration of annual operational budget and multi-year capital budgets.
- Oversee the administration of budget forecasting for each Plant Ops unit and ensures that all analyses are accurately completed and impact clearly communicated.
- Ensures that all grant funding received from the provincial, federal, or municipal levels of government are processed accurately and all related grant tracking & reporting submitted on time.
- Provides oversight to administration and processing of a large number of capital projects exceeding

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\$20M annually.

- Leads the development & implementation of departmental financial guidelines as well as adherence to University financial policies.
- Provides leadership to and oversight of the Materials Management Team in the procurement of a wide range of products and services ensuring that UW policies and government procedures are adhered to.
- Accountable for processing of a large number and many high value purchases of the Materials Management Team.
- Develops and administers departmental budget to ensure efficient operation within allocated resources.
- Recommends to the Executive Director changes to staffing levels required to support changing campus needs.

Operations, planning and assessment

- Oversees planning, management, and delivery of all aspects of business services, fostering a client-focused, service-oriented work environment for operational consistency and effectiveness.
- Plans, develops, and periodically reviews departmental service level standards and work processes necessary for effective operations of Business Services.
- Liaises with campus wide administrators and financial leaders to ensure that Plant Ops current financial, administrative, client service processes are well understood and improvements implemented.
- Supports departmental maintenance operations and processes advancing the University's sustainable asset management strategy through centrally supported services and IT systems.
- Provides leadership and support to the Manager of Documents and Technical Archives through the application of new technologically advanced systems to maintain and access electronic and paper systems and archives.
- Oversees the development and implementation of change through control measures relevant to the portfolio.
- Develops and monitors metrics reporting to ensure operational efficiency and effectiveness, servicing client needs and meeting campus needs on time and within budget.

Leadership & Staff Management

- Responsible for employee relations of support staff reporting to the position, fostering a client- focused, service oriented work environment while establishing and maintaining good working relationships among support staff.
- Provides leadership and support to the Supervisor, Employee Relations & Payroll during the implementation of process improvements such as payroll, vacation scheduling, hiring, on-boarding, and training.
- Supports the departmental initiatives improving attendance management, risk analysis, and safety training.
- Oversee client service support to CUPE supervisors and managers to ensure consistency, fairness, and efficiency of Collective Agreement application.
- Overseas hiring, staff performance, salary administration, promotions, reclassifications and disciplinary issues. The incumbent must exercises skill in managing people and provide them with a productive environment and development opportunities.
- Ensures training and professional development is provided for support staff.
- Working with Executive Director, provides leadership oversight of human resources management system and services within the department, ensuring development and application of department policy and process consistent with University policy and process, including resource management, succession planning, employee relations, attendance management and payroll, support staff development and training in consultation with Human Resources. Supports and assists business units with the day-to-day employee relations management and operations.
- Plans business unit activities to meet the strategic and operational needs of the University and the department.

Health & Safety

- In consideration of the University’s commitment to the safety and well-being of all faculty, support staff, students, and visitors, responsible for ensuring University facilities and departmental activities are compliant with all applicable legislation, regulations, codes and standards related to facilities operations as well as occupational health and environmental safety.
- Active in health and safety and incident prevention by establishing, adhering, and ensuring assigned support staff are following departmental policy, procedures and safe work practices required by the University health, safety, and environmental management system (HSEMS), and in accordance with relevant health and safety legislation, developing and enhancing a safety culture among support staff.

Other

- Performs other related duties and responsibilities as assigned and supports departmental activities.

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 in finance, business management, facilities management or related field in combination with a professional designation or equivalent experience. A professional accounting designation may be preferred.

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Experience

- Ten (10) years of progressive experience in a leadership role together with at least five (5) years senior leadership in administration, finance, information systems and human resources within a major institutional sector(s), such as education, post-secondary education, medical/ hospital or service industry. Work experience within facilities management environment may be preferred.

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Knowledge/Skills/Abilities

- Sound working knowledge of property and facilities management principles, services and operations.
- Demonstrated track record of effective senior leadership and collaboration with various constituents at all levels and ranges of expertise.
- Proficient in development planning of current and multi-year budget projections to support department strategic plans.
- Proven ability to effectively manage multiple priorities and exercise prudent judgement.
- Excellent communication and interpersonal skills, with a deep commitment to customer service, proven financial acumen and negotiation skills, innovative approach to problem solving and a track record for a leading high performance delivery teams defined by a culture of excellence and responsiveness.
- Demonstrated experience with specialized facilities management and business analytics software.
- Experience with preparation of various government reporting.
- Proficient in the development of operational specifications, standards, work practices and procedures.
- Ability to work effectively within the University's unique culture and decentralized environment.
- Proficient in using MSOffice.
- Valid G driver's license.

Nature and Scope

- **Contacts:** Demonstrated track record of effective senior leadership and collaboration with various constituents at all levels and ranges of expertise.
- **Level of Responsibility:** In collaboration with the Executive Director and senior leadership team, responsible for the development and implementation of strategic plans, budgets, best practices and process improvements that support the department' mission and goals.
- **Decision-Making Authority:** Responsible and accountable for executing Plant Operations' priorities within the business operations area.
- **Physical and Sensory Demands:** Minimal demands; typical of a senior position operating within an office environment.
- **Working Environment:** Regular working hours, some evening/weekend work required. Exposed to stress and pressure associated with senior level responsibilities, significant financial oversight and confidential human resource leadership.