

Job Description

Job Title:	Administrative Officer
Department:	David R. Cheriton School of Computer Science
Reports To:	Director, David R. Cheriton School of Computer Science.
Jobs Reporting:	Financial Officer, Manager, Facilities & Space, Graduate Studies Manager, Recruitment Coordinators, Communications Officer, Assistant to the Director
Salary Grade:	USG 14
Effective Date:	September 2023

Primary Purpose

The Administrative Officer is responsible for effective management of all non-academic aspects of the School of Computer Science within the framework of the Faculty of Mathematics and the University of Waterloo. The purpose of the position is to supervise staff and provide support and guidance to the School with respect to human resources; manage budget and financial activity; and to provide management and oversight of other administrative functions, such as space, safety and planning. The Administrative Officer serves as a resource to the Director and other senior administrators in the school and provides leadership and support for strategic initiatives and special projects. As the senior administrative staff member in the school, the Administrative Officer provides continuity as academic leadership changes.

Key Accountabilities

Strategic Planning and Development

- Provide strategic, confidential advice and direction to School Executives as they develop short- and long-term vision and strategy in academic, research and outreach programming.
- Provide academic administrators confidential advice and strategies (e.g., human resources, budget, financial oversight, organizational change, personnel issues, infrastructure etc.) to translate vision into operational plans.
- Develop business and experiential plans including: revenue opportunities and special events, organizational processes, human resources.
- Oversee strategic marketing and communication activities, including digital presence (ie. website, social media).
- Develop long-term implementation plans for the School (e.g., financial plans, operational plans, support for research etc.).
- Develop succession plans for staff and faculty.
- Develop plans and oversee space management, renovation and new construction projects.
- Manage related research and support units including oversight of facilities, equipment, financial management and performance (e.g. CSCF, ISG, etc.).
- Monitoring and reporting on strategic and operational plans.

Human Resources Management

- Overseeing the recruitment, evaluation, promotion, professional development, and retention processes of all staff within the School including technical and teaching staff.
- Providing the Director with necessary staffing and systems support for the recruitment, evaluation, promotion, and retention of faculty.
- Oversee the onboarding of new faculty including office and laboratory set-up, training on HR and finance systems and process, department support roles and University wide systems.
- Review all new staff position descriptions & reclassifications approving grading and compensation recommendations.
- Maintaining personnel files, work schedules and vacation records for faculty and staff in accordance with University policies.
- Administering the salary increase process for faculty and staff in the School.
- Establishing work schedule and assigning duties for positions reporting to the Administrative Officer.
- Conducting annual staff performance reviews for positions reporting to the Administrative Officer.
- Ensuring adherence to University policies in all operations and activities.
- Ensuring processes are in place for recruitment, evaluation and pay of temporary employees, co-op students, and Graduate Teaching Assistants.
- Coaching and mentoring staff managers within the department.

Budget Planning and Financial oversight

- Overseeing the development of the School's annual operating budget, including teaching and the computing facility.
- Providing financial input to the School's strategic plan.
- Ensuring that funds are available to support the School's strategic priorities.
- Providing high-level direction to the Financial Officer, ensuring that all operating, trust, endowment and research accounts are soundly managed including monthly reconciliation of accounts.
- Overseeing asset management.

Operational Oversight

- Oversee administrative aspects of the academic programs offered by the School.
- Ensure the effective and efficient operation of the school's various committees (such as SACA, STPC); serving as a resource to School committees, as required.
- Conduct analyses and oversee administrative operations related to budgeting, contracting and project planning.
- Establish work priorities, delegate work to office support staff, and ensure deadlines are met and procedures are followed.
- Oversee maintenance and security of facilities and equipment as well as renovations and new construction.
- Manage the data-collection and document-creation processes for accreditation, program reviews, and similar activities.
- Serve as a resource within the school for the interpretation and application of UW and School policies, guidelines, and practices.

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Project Management of Long-Term Projects Assigned by the Director; some examples include:

- Space Related Projects - Designing project plans, establishing milestones, allocating staff and monetary resources to projects, monitoring overall project progress, and ensuring communication of project status to relevant stakeholders.
- Equipment Related Projects - Authorizing the purchase and managing the allocation of major equipment and furnishings.
- Communications Related Projects - Overall responsibility for communication directions, overseeing web content, and approval of external communications to ensure consistency of message and delivery to appropriate audiences.
- Human Resources Related Projects - Regularly reviewing the administrative structure to ensure that human resources are efficiently and effectively managed; ensuring that job descriptions and levels are managed appropriately; coordinating change management when redistribution of duties is required.
- Curriculum-Related Projects, for example, coordination of certification processes and program reviews.

**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

- Bachelor's Degree required in a discipline related to business administration or finance.
- Additional designation in finance and/or human resources administration is preferred.
- Some educational background in Computer Science, Science, or Mathematics preferred.

Experience

- 8 years of progressively responsible administrative experience, preferably in an academic setting
- 5 years of staff management and operational leadership experience
- Demonstrated experience developing, monitoring, and managing budgets, including developing financial projections and participating in financial planning.

Knowledge/Skills/Abilities

- Ability to synthesize and organize financial information; demonstrated analytical skills.
- Multi-tasking, concurrent task and problem management skills are essential with the ability to assess, analyze and resolve issues highly complementary.
- Ability to obtain, interpret, and use knowledge, facts, and data in this process, and demonstrate originality and inventiveness.
- Build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints.
- Ability to work within a team structure and negotiate and manage conflict.
- Independent judgment in areas of time management, task prioritization and decision-making.
- Ability to leverage existing digital technologies ethically and efficiently to solve problems, complete tasks, and accomplish goals.
- Demonstrated adaptability to new and emerging technologies.
- Ability to evaluate efficiency and effectiveness of resources utilization and results accomplishment.
- Proven ability to manage a large volume of work, conflicting priorities, and deadlines.
- Exceptional verbal and written communication ability.
- Demonstrated respect for diverse cultures, races, ages, genders, sexual orientations, and religions. Tact, judgement & diplomacy are also essential.
- Demonstrated commitment to continuous learning.

Nature and Scope

- **Contacts:** External to the School, this person communicates with Faculty and University level administrators to obtain action, negotiate, and reach agreement. This role manages the relationship for administrative matters with key partners (internal and external to the University).
- **Level of Responsibility:** Has school-wide impact with direct reports; performs specialized work with minimal supervision.
- **Decision-Making Authority:** Makes independent decisions regarding administrative and financial operations in support of the School's teaching and research missions. Makes decisions on timelines, budget allocation, staffing resources to meet established objectives. Makes hiring and performance evaluation decisions regarding departmental administrative staff. Make decisions about the best way to document and communicate policies and procedures. Makes independent decisions regarding implementation and dissemination of information about institutional policies and procedures; develops guidelines for departmental operational practices.
- **Physical and Sensory Demands:** Minimal demands typical of a senior administrative position operating within an office environment.
- **Working Environment:** Office based, Minimal exposure to disagreeable conditions typical of a supervisory position.