

Job Description



Job Title:	Director, Graduate Studies and Postdoctoral Affairs
Department:	Graduate Studies and Postdoctoral Affairs (GSPA)
Reports To:	Associate Vice-President, Graduate Studies and Postdoctoral Affairs
Jobs Reporting:	Associate Director, Graduate Admissions Associate Director, Graduate and Postdoctoral Strategic Initiatives Associate Director, Graduate Financial Aid and Awards Associate Director, Graduate Systems Manager, Graduate Reporting and Mobility Programs Data Analyst Financial Officer Academic Officer
Salary Grade:	USG 16
Effective Date:	January 2020

Primary Purpose

The Director is a member of the Graduate Studies and Postdoctoral Affairs senior leadership team, which also includes the Associate Vice President, Graduate Studies and Postdoctoral Affairs and two Assistant Vice president positions. The responsibilities of the Director can include, but are not limited to, developing and maintaining an organizational structure that reflects the Waterloo and graduate studies and postdoctoral culture and supports its mission; making the case for sufficient budget support; effectively managing the resources, including administrative support systems, allocated to GSPA; providing effective overall direction and leadership to staff. The Director provides leadership and facilitates an optimal academic and administrative framework for graduate programs; acts as a consultant regarding graduate academic policies, regulations, and guidelines to ensure regulatory standards are applied consistently throughout the University; advises on the content of appraisal briefs, and approval and implementation processes for new programs and program reviews.

The Director, along with the senior leadership team, provides advice to other administrators including the GSPA team, Associate Deans of Graduate Studies in the Faculties, Department and Program Graduate Officers and Coordinators. Advising pertains to graduate studies matters including admissions, enrolment and academic records, theses and examinations, convocation, employment and funding, and University policies and procedures on graduate student discipline, petitions, grievances, legal matters, and conflict of interest. The Director and the leadership team collectively oversee postdoctoral affairs at the University of Waterloo.

Key Accountabilities

Senior management oversight and operational management

- The Director provides leadership of the overall vision, mission and strategy for GSPA.
- The Director provides overall direction and leadership to staff; oversees and supports, as appropriate, restructuring of functional areas, reviews of job descriptions and submissions to Human Resources for updates or reclassification to meet University standards; ensures fair performance evaluations are conducted and works with senior leaders to implement performance improvement plans as appropriate.
- The Director works closely with other university leaders to collaborate on proposals for improvements and implementations for student and postdoctoral services and business processes. S/he works with

<p>senior leadership to monitor best practices within GSPA and ensures the unit steadily enhances the services it provides to its stakeholders and campus partners.</p> <ul style="list-style-type: none"> • S/he promotes integrity in the workplace and provides job-related training and encouragement for staff to participate in personal and professional development on an on-going basis. • The provision of timely, accurate and friendly customer service is a key contributor to positive experiences with and for students as well as internal and external partners. The Director works in collaboration with campus service units to ensure that client needs are successfully managed. • The Director, in partnership with senior leadership team, including Associate Directors, represents GSPA at internal and external meetings, events, workshops, etc.
<p>Enrolment management and strategic initiatives</p> <ul style="list-style-type: none"> • The Director and senior leaders within GSPA, in partnership with the University Registrar and Director of Institutional Analysis & Planning, lead graduate studies strategic enrolment planning and management. • S/he leads a complex and organized planning effort to connect mission, current state, and changing environment to long-term enrolment and fiscal health, resulting in a concrete, written plan of action. The Director ensures that this plan is data-informed and identifies, evaluates and modifies strategies and enrolment goals in light of internal and external forces that may influence the direction of the university. • The Director works to provide proper central and university-wide resources to facilitate a robust enrolment strategy.
<p>Graduate student life cycle management</p> <ul style="list-style-type: none"> • The Director works closely with the GSPA Associate Directors to provide a positive graduate studies experience, including marketing and recruitment, application and admission, awards and scholarships, student records, convocation and alumni management. • S/he ensures that appropriate business processes are in place to manage the various stages of the cycle and that data-driven decision-making is used to ensure continuous improvements are implemented. • The Director ensures proper resources are available to support a vibrant student experience at the University of Waterloo, including robust communication and systems.
<p>Academic programs</p> <ul style="list-style-type: none"> • The Director oversees graduate program changes to ensure proper compliance within the university framework. • The Director works with the AVP, GSPA, the Quality Assurance Office and Departments/Schools to review proposals for new graduate programs and ensures institutional rigor is adhered to, as related to graduate programs. • The Director provides (historical) academic insight into graduate studies decision making and ensures regular and ongoing review of all University policies, procedures and documentations related to graduate studies.
<p>Graduate records and information management</p> <ul style="list-style-type: none"> • The Director works closely with the Associate Director, Systems and contributes to the creation of policies, systems and procedures that support accurate reporting of student academic data. • Oversees the implementation of official policies on access to student information and protection of individual privacy in the management of student records. • Accountable for the accuracy of student records data upon which degree eligibility, claims for operating funds are made to the government, and internal planning and analysis are based. • Ensures compliance with federal (PIPEDA) and provincial (FIPPA) privacy of information legislation • Advises the AVP regarding data requests and distribution of data. • Ensures compliance with University document retention policies.
<p>Systems development and implementation</p>

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- The Director works closely with the Associate Director, Systems and with senior managers in Information Systems and Technology (IST) and oversees the functional needs analysis within GSPA.
- The Director participates in enterprise software selection or local software development decisions and ensures consultation with stakeholders.
- The Director ensures that dedicated and qualified staff are continuously deployed for functional user analysis, testing, implementation and training.

Postdoctoral affairs

- Oversees proper adherence to university-wide postdoctoral guidelines/policies and ensures that postdocs have a positive and vibrant experience at Waterloo.
- Directs priorities related to postdoctoral affairs at the University of Waterloo, with consultation from senior leadership at the University.

Financial management

- The Director develops a financial strategy and oversees financial management for GSPA.
- S/he provides leadership on graduate studies and postdoctoral scholarship/bursary/funding budget to ensure strategic direction can be resourced appropriately.

Required Qualifications

Education

- Bachelor's degree with postgraduate credentials in education or management/administration an asset

Experience

- Demonstrated leadership capacity to implement academic strategies and plans in an administrative capacity
- Extensive registrarial or senior management experience in a complex education sector organization
- Proven leader in a large service delivery environment
- The Director must demonstrate a professional demeanour regarding the interaction with staff on confidential and sensitive matters

Knowledge/Skills/Abilities

- Adept at managing change, motivating others, and inspiring a culture of continuous improvement
- Able to effectively lead and collaborate as appropriate with colleagues internal to GSPA and university-wide, including senior leadership, faculty members, directors and staff, as well work collegially with partners at other institutions, agencies or governments
- Proven organizational and analytical skills
- Expertise in complex budget management
- Exceptional communication skills
- Highly proficient at managing multiple large-scale and process improvement projects that impact the entire organization
- Competencies will include strategic thinking, policy development and change management
- The Director must be fully aware of trends within postsecondary education provincially, nationally and internationally and interpret how various external factors influence the University and GSPA.

Nature and Scope

- **Contacts:** The Director interacts directly with Associate Deans, academic department chairs and directors of schools, and other senior administrators and academic support department heads. The Director participates on working groups, steering and management committees. S/he participates as a

resource to key university-wide committees, including the Graduate Student Association, the Graduate Student Relations Committee and advisory committees. The Director is a member of the Graduate Operations Committee, and an ex-officio voting member of the Senate Graduate and Research Council. S/he is actively engaged in relationship-building and managing projects using a collaborative approach across campus. The Director interacts with senior leadership counterparts at provincial, national and international universities and relevant provincial organizations to discuss graduate studies and postdoctoral matters.

- **Level of Responsibility:** The Director is the senior leader responsible for the management of Graduate Studies and Postdoctoral Affairs. S/he is responsible for developing and maintaining an organizational structure that reflects the University of Waterloo and graduate studies and postdoctoral culture and supports its mission, vision, values and strategic direction. S/he works on the development and application of academic regulations, contributing to the development of long-range strategies and operational plans, and the implementation of new programs. The Director creates proposals to ensure that GSPA receives sufficient levels of budget support and effectively manages the resources allocated to GSPA.
- **Decision-Making Authority:** The Director participates in policy and procedural deliberations and acts decisively to ensure that Government and University policies related to student admission, enrolment and academic records, and financial aid are fairly and appropriately reflected in administrative systems and procedures supporting processes at University levels. The Director, along with the senior leadership team determines appropriate enrolment, academic and financial aid status related to academic and disciplinary decisions for graduate students.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment
- **Working Environment:** Working Hours: Regular working hours, some evening/weekend work required. Travel: Minimal. Psychological Risks: The incumbent must be sensitive to the often extreme and prolonged stresses under which s/he and staff must work. This role involves exposure to stress and emotionally disturbing experiences and/or interactions with people who are upset, angry, abusive, aggressive, unstable or unpredictable (e.g. students or postdocs who have escalated an issue, staff or faculty upset with a decision), irregular and/or high volumes, multiple and/or tight deadlines beyond one's control, and interruptions (e.g. phone calls, e-mails and unplanned but urgent support requests at different times of year).