

Job Description

Job Title:	Administrative Officer
Department:	Library
Reports To:	Associate University Librarian, Administration and Strategic Initiatives
Jobs Reporting:	Financial Officer, Administrative Assistant (2)
Salary Grade:	USG 11
Effective Date:	Aug 2023

Primary Purpose

The University of Waterloo Library is the campus's partner in learning, research and innovation. Its two main locations and three satellite spaces act as interdisciplinary hubs, bringing together the knowledge, expertise and resources needed by our diverse campus community. The University was built for change and the Library exemplifies Waterloo's agility as we continuously transform our approaches to creating, discovering, using, sharing and preserving information. With a commitment to open and equitable access to information, we equip researchers and students with the critical research skills to improve our world as active citizens, creative problem solvers and agile leaders. All of our work is done with a strong commitment to equity, diversity, inclusion and accessibility.

The Administrative Officer ensures the smooth operational effectiveness of the library by providing leadership in the areas of finance, human resources, space allocation, strategic planning support and administration. The Administrative Officer works closely with Library senior leaders, committees and teams to advance the Library's strategic plan with a focus on financial, operational and human resource effectiveness.

Key Accountabilities

Financial and operations management

- Oversees the development of the Library's operating budget in collaboration with the Financial Officer and Associate University Librarian, Administration and Strategic Initiatives (AUL, A&SI)
- Monitors and reports on the financial status of major strategic and operational initiatives
- Provides guidance to the Financial Officer and leadership team on financial issues
- Provides advice and expertise to senior administration on operational issues related to human resources and their financial implications, space allocation and administrative projects
- Co-manages workspace planning with the Director, Information Technology and Facilities Services
- Liaise with Information Technology and Facilities Services (ITFS) closely on IT budget and facilities needs
- Manages internal operational communications, in partnership with Director, External Relations
- Leads operational workflow process for Library, including policies and procedures, and ensures strong change management practices are employed
- Leads data collection processes for external agency accountabilities

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Human resources management

- Manages the day-to-day human resources for the library including recruitment, job evaluation and promotion activities; providing guidance to hiring managers and advising on best practices
- Supports library staff with HR concerns, in collaboration with the AUL, A&SI
- Develops and leads the Library onboarding program to ensure an effective, targeted onboarding experience for all new hires
- Directs the Library staff performance review process, librarian and archivist professional advancement process and guidelines, and compensation reviews
- Acts as the primary contact with Human Resources re: staff salary accounts, merit increases, performance ratings, probation periods, and vacation credits, and payroll records management
- Fosters a nimble and cohesive staff working environment across the Library that embraces equity, diversity, inclusion, and access (EDIA) in both employee and user interactions

Strategic initiatives support

- Leads or co-leads library-wide special projects in support of the Library's strategic plan, supporting operational objectives with staff
- Partners with AUL, A&SI to review processes, plan projects, establish new approaches and support change management efforts in alignment with strategic plan
- Provides evidence-based advice and information to Library executive team, including potential implications of decisions based on current data and financial projections for human resources and operating expenditures
- Manages risk management assessments for the Office of the Vice-President, Academic and Provost
- Ensures senior leadership committees are effectively supported by administrative team

Team management

- Fosters an environment where team members work individually and collaboratively to achieve goals
- Hires, manages and evaluates staff through guidance, direction-setting, coaching and performance improvement
- Creates opportunities for and advances cross-library collaboration working with key university partners

**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 or college degree with several years of administrative or operations experience, preferably in a library or academic environment, or equivalent education and/or experience.

Experience

- Experience in human resources and/or operations management
- Demonstrated experience exercising sound judgement, problem solving and decision-making skills
- Experience managing detailed-oriented teams
- Experience working with senior leaders
- Strong familiarity with finance and human resources principles and systems

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Knowledge/Skills/Abilities

- Strong communication and interpersonal skills; demonstrates professionalism and discretion when dealing with confidential or sensitive matters
- Demonstrated ability to work with others in a collaborative, positive and diplomatic manner
- Develop and maintain excellent working relationships at all levels of the organization
- Excellent organizational skills with the ability to manage multiple and changing priorities while meeting deadlines
- Ability to work independently and accurately and to take initiative
- Approach projects with continuous improvement lens
- Comfort with technology and learning new systems
- Technical: Proficiency in Microsoft Office Suite: Word (highly proficient), Excel (highly proficient), PowerPoint (knowledge of), Outlook; document management and web content management software
- Asset: Leading team projects
- Asset: experience with Workday, iCIMS, SharePoint and Unit4

Nature and Scope

- **Contacts:** Superb communication and strong interpersonal skills are required to address and resolve issues of procedure and policy, and interactions with all staff including senior management and campus partners such as Human Resources, Student Awards and Co-operative and Experiential Education. The incumbent works closely with other senior administration in the Library and leaders across the institution to plan, implement and execute strategic and operational services and best practices. Excellent written and verbal communication skills, diplomacy and tact are essential.
- **Level of Responsibility:** The position is accountable for the overall results of the operations and finance group, supporting a \$22M annual budget for library services and facilities that service 40,000 students and 5,000 employees. Must be able to effectively manage a team, multiple deadlines and tight time constraints and make effective decisions. The incumbent is expected to perform duties independently with outstanding service, sound judgment, a strong work ethic and ability to take initiative. The incumbent manages the workload of the Financial Officer and administrative team and ensures that the support requirements of the Library Office are met. The Administrative Officer will actively work on projects in and outside of their regular portfolio.
- **Decision-Making Authority:** Responsible and accountable for all aspects of the role as outlined above with particular emphasis on finance, human resources, operations, risk management, and space planning.
- **Physical and Sensory Demands:** Concentrated attention to detail is required in an environment with frequent interruptions, competing priorities and exposure to emotionally charged situations. The incumbent must be able to manage concurrent assignments and prioritize workload in order to meet deadlines.
- **Working Environment:** May include exposure to disagreeable conditions. May be exposed to stressful situations consistent with senior level responsibilities in a complex academic environment. Role suitable for hybrid work model.