

Job Description

Job Title:	Executive Officer
Department:	Office of the Registrar, Administration
Reports To:	University Registrar
Jobs Reporting:	Financial Officer, Administrative Coordinator (2), co-op student(s)
Salary Grade:	USG 13
Effective Date:	March 2020

Primary Purpose

The Executive Officer (EO) provides management, logistical and administrative support to the Registrar the Registrar's Office and Student Service Centre, including over 130 full-time and over 60 contract and part-time staff members.

The EO is a member of the Registrar's leadership team. The EO provides strategic and operational advice and support to the Registrar and management team. The position is responsible for financial oversight (budget ~\$47M, including salary budget ~\$13M), management of the human resources activities, and management and oversight of other administrative functions required to support the Registrar's Office. The position also provides leadership and support on special projects and strategic initiatives.

Key Accountabilities

Leading Human Resources and Payroll Administration activities

- Provides confidential and strategic advice and problem-solving regarding recruitment, hiring, and retention of staff;
- Provides consultation on all HR issues related to staff, including interpretation of University policies, procedures, guidelines, and employment standards, ensuring adherence and compliance within the office;
- Partners with managers to provide solutions for filling staffing vacancies to accommodate temporary absences, reductions, or shifting priorities;
- Serves as liaison to Human Resources with regard to all Registrar's Office staffing and human resources support. This includes job descriptions, performance evaluations, compensation, and payroll records;
- Oversees staff position descriptions and reclassification requests, ensuring that the requests and changes align well within the unit;
- Provides training to managers on recruitment systems and processes;
- Is the Registrar's delegate for hiring and staff recordkeeping including staff training compliance and following retention policy;
- Performs salary compensation analysis for promotions and new hires;
- Manages the annual staff performance review process; trains new managers on processes, and provide data to ensure consistency of application of performance scores;
- Works closely with the Registrar to assist with the yearly salary increase process;
- Oversees the payroll process for ongoing and temporary employees, ensuring that payroll activations and terminations are processed;
- Maintains personnel files for staff in accordance with University policies;
- Represents the Registrar's Office on human resources committees as required;

- Conducts annual staff performance reviews for reporting positions.

Financial Management and Oversight

- Oversees, reviews and provides strategic insight for the annual operating budget submission for the Registrar Office, ensuring short and long-range financial goals are established and projects are developed to fully support the department's operation and strategic plans;
- Provides oversight and direction to the Financial Officer including creating internal financial controls within the Registrar's Office;
- Ensures effective use of human and physical resources through planning, directing and coordinating budgetary allocations and disbursements;
- Manages the operating salary budgets; monitors HR reports and reconciles salary reports reporting any discrepancies to Finance and Human Resources;
- Audits and verifies Financial Officer's work, ensuring compliance and one-over-one approvals;
- Reviews the Office's financial position with the Registrar and management team on a regular basis; provides advice to the Registrar regarding in-year reallocations and adjustments
- Advises Registrar on planning, constraints, and forecasting.

Administrative Leadership

- Oversees all administrative aspects of the Registrar's Office, contributing to priority setting and planning;
- Develops and improves administrative systems to support the effective management of the office;
- Oversees and reviews the administrative support systems within the office, including providing documentation, guidelines, ensuring a consistent approach is applied within the office;
- Ensure appropriate communication of administrative information throughout the office to ensure continuity and consistency among units;
- Trains and directs the work of the Administrative team ensuring that the team works effectively and strategically in support of the many units in the Registrar's Office;
- Provides training for managers on Human Resources and administrative, processes, systems, policies and guidelines;
- Improves operational effectiveness and assumes a leadership role for the development and execution efficient administrative procedures ensuring each RO unit follows same methodologies; provides leadership for communication and documentation of business processes and procedures to ensure continuity within the office; creates and maintains manager and staff resource documentation;
- Serves as the primary resource within the Department for the interpretation and application of policies, guidelines and practices;
- Responsible for the evaluation and analysis of space needs within the department. Controls space assignment and plans all renovations, including budget oversight, design, furnishings, and materials;
- Coaches and mentors staff, encouraging the articulation of problems and their solution, good planning, priority-setting and analysis of requirements for change; promotes individual and team initiative using a proactive approach to the development of solutions;
- Assist Registrar with religious event dates and accommodations requirements. Is called upon by Faculty to determine whether a religious accommodation is required.
- Responsible for the document management processes. Coordinates with managers within the office to support strategic direction of DMS supports;
- Ensures adherence to University policies and guidelines in all operations and activities;
- Health and Safety Coordinator for office, oversees health and safety inspections and writes and maintains health and safety compliancy reports; ensuring requirements for the Occupational Health & Safety Act are met.

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- The EO organizes events for the office, including retreats, general office meetings, and team development events;
- Ensures convocation protocol is adhered to. Advises CRE and Registrar on history and practice of convocation protocol including installations, order of proceedings and ceremonial traditions of the university. Provides Registrar with convocation support including sending communications to honourands and faculty. Acts as a liaison between CRE and Registrar's Office ensuring timely and accurate information is being relayed. Creates hoods for new programs, working closely with the faculty to create a hood that follows style and protocol.

Strategic Advice and planning and decision support

- The EO is an integral member of the Management Group, which sets direction and determines the strategic directions for the Office. In this capacity, the EO contributes to discussion of and is party to decisions concerning the full range of issues, including but not restricted to budgeting, human resources, and strategic planning. The EO coordinates activities, inventories, resource and training requirements to ensure consistency with the goals and objectives of the Registrar's Office and ensures that appropriate resources are available.
- Contributes to the development of operational plans for the Registrar's Office;
- Co-ordinates the financial and human resources required to support strategic and operational plans;
- Coordinates plans with the need for resources, including space;
- Provides updates to the Registrar on human and financial resources, providing data to support decision-making Keeps the Registrar apprised of developments, that may be important to the overall management of the RO, and alerts the Registrar to any potential conflicts or problems;
- Provides confidential and strategic advice, information, and decision support;
- Assists the Registrar with planning meetings;
- Receives and reviews sensitive information circulated to the Registrar.

**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

- Postsecondary education or suitable combination of education and experience.
- Additional education or training in human resources administration is an asset.

Experience

- Must have demonstrated experience providing administrative and operational management of a multi-department office
- Significant experience directing staff, human resource management, issue resolution and sound understanding of legislation related to hiring and managing employees including and all aspects of performance management. Experience in payroll compensation analysis is required.
- The incumbent must bring significant experience in the management of large, complex budgets to the financial oversight role
- The EO must have 10 years' experience in roles of progressive responsibility in an academic setting.

Knowledge/Skills/Abilities

- The EO must demonstrate outstanding leadership and management skills and be a proven strategic and pragmatic thinker.

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- Advanced knowledge and experience interpreting UW policies, procedures and guidelines is preferred.
- Excellent interpersonal skills are required, including outstanding verbal and written communication skills and a proven record of demonstrated tact, judgment, and diplomacy.
- Must be organized, and an accomplished problem-solver, able to quickly assimilate information and analyze data. Must have the ability to prioritize and manage workloads across several managers and project team leaders.
- Demonstrated ability to make independent decisions and to build consensus.
- Must demonstrate outstanding leadership and management skills.
- Experience with Microsoft Office programs, advanced experience with Microsoft Excel and Financial systems required.
- Sound understanding of Quest.
- Proven ability to learn new software on demand.
- Intermediate experience with databases and reports.
- The EO pays close attention to detail and takes a continuous improvement approach to the various activities for which they are responsible.
- The EO is collaborative, transparent in approach, and diplomatic, and sensitive to the needs and interests of all stakeholders.

Nature and Scope

- **Contacts:** The EO reports directly to the Registrar and works closely with the Registrar's Office Management Group as well as with faculty; staff; students; Graduate Studies and Postdoctoral Affairs Office; the Secretariat; the Provost and President's Office; Human Resources; Central Stores; Plant Operations; Finance; Procurement Service and numerous departments across campus. External contacts: The EO deals with business contacts, government agencies, and general public and media inquiries.
- **Level of Responsibility:** Manages office functions, including financial and administration services for the Registrar's Office and has direct reports and is responsible the management of the administrative team. Financial accountability includes managing the budget process (budget ~\$47M), research and analysis, provides advice regarding budget development, and reports regularly to the Registrar. The EO has signing authority for all accounts and oversees purchasing and financial management across the department. The EO is accountable for the salary budget including providing decisions regarding income, salary transfers and corrections. The EO ensures compliance with various regulatory standards.
- **Decision-Making Authority:** Full discretion to act and works with a high degree of independence and exercises judgment and discretion in the organization and performance of duties subject to a broad set of directions and guidelines from the Registrar. The Registrar will confirm priorities but initiative and follow-through on a variety of tasks or projects will be required without direct supervision. This includes the research and analysis needed to support new initiatives and changes to practices. The EO makes decisions on timelines, budget allocation, staffing resources to meet the strategic objectives of the office.
- **Physical and Sensory Demands:** The role requires exertion of physical or sensory effort resulting in slight fatigue, strain, or risk of injury
- **Working Environment:** This role involves minimal physical or psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. These may include lack of control over work pace due to work processes, irregular and/or high volumes beyond one's control, multiple and/or tight deadlines beyond one's control and constant interruptions

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(e.g. phone calls, e-mails, unplanned but urgent support requests). Occasional travel may be required. Regular working hours, evening/weekend work as required.