Job Description

**Job Title:** Director, Research Operations and Communications

**Department:** Office of Research

**Reports To:** Associate Vice President, Research

**Jobs Reporting:** Manager, Research Communications, Manager, Research Information Systems Research Data Analyst, Departmental Assistant

**Salary Grade:** USG 14

**Effective Date:** July 2016

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**Primary Purpose**

Filling a key senior position in the Office of Research (OR), has director-level oversight of day-to-day operations, business services, communications, and technical systems and infrastructure pertaining to the provision of service to the research community; plays a critical role in promoting and facilitating Waterloo research, ensuring a strong and effective operational foundation for the realization of research-related goals set out in the Institutional strategic plan.

**Key Accountabilities**

**Provides oversight of operations and communications in the OR:**

- Accountable for the establishment and maintenance of operating processes in the OR; directs, coordinates, and advises to ensure that day-to-day OR processes and administrative functions are supported effectively and that client groups are provided with accurate, timely and effective service.
- Oversees management of communications resources in the OR.
- Ensures compliance with internal policies and external legal requirements, where applicable.
- Anticipates possible risks, and develops and implements risk-mitigation strategies as required.
- Proactively develops and fosters strong partnerships and relationships with key stakeholders at all levels both within the university community and externally in support of Waterloo research.
- Prioritizes projects and activities, appropriately delegating responsibility, allocating work, and deploying resources.
- Identifies and directs the execution of strategies for promoting team development, cohesiveness, motivation, and commitment to the delivery of outstanding customer-focused service and continuous quality improvement.

**Provides financial oversight, including but not limited to the following:**

- Spearheads development of the OR annual operating budget, including budget pertaining to university-supported research initiatives and the Office of Research Ethics Animal Care Facility.
- On a regular basis, reviews the OR financial position with the Vice President, Research, and the Associate Vice-President, Research.
- Has signing authority on all budget lines of the OR budget.
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**Accountable for ensuring effective, efficient delivery of services:**

- Ensures the development and continuous improvement of business and communications processes, including relevant data systems, for OR reporting of research funding and impact to the broader university community.
- Leads the development of research funding and impact metrics, as requested, for strategic planning.
- Directs the research data analysis staff to ensure that accurate statistical analyses of research funding and impact are prepared on a regular basis.
- Assists in the development of standard operating practices (SOPs), and ensures that they are implemented by the OR Operations and Communications group.
- Directs the research information systems team to ensure successful on-schedule and on-budget delivery of technical services, systems implementations, upgrades, and enhancements in support of OR initiatives.
- Directs the research communications team to ensure development and effective delivery of internal and external web and print communications in support of institutional research goals.
- Oversees the development and implementation of change - control measures relevant to the portfolio, including but not limited to policies, procedures, training manuals, databases, and systems.

**Collaborates, advises, and consults:**

- Ensures that all staff under her/his direction acquire and maintain an appropriate level of institutional knowledge.
- Ensures by monitoring current practices, keeping aware of new trends, and recommending changes as appropriate that all areas under her/his direction operate from a perspective of continuous improvement.
- Leads the acquisition of feedback regarding the effectiveness of services provided by the areas under her/his direction.

**Accountable for ensuring an appropriate level of institutional knowledge and job-related expertise:**

- Ensures that all staff under her/his direction acquire and maintain an appropriate level of institutional knowledge.
- Ensures by monitoring current practices, keeping aware of new trends, and recommending changes as appropriate that all areas under her/his direction operate from a perspective of continuous improvement.
- Leads the acquisition of feedback regarding the effectiveness of services provided by the areas under her/his direction.

**Leads, directs, motivates, and coaches staff:**

- Hires, manages, and deploys the OR Operations and Communications team to ensure achievement of OR strategic goals in the areas under her/his direction.
- Ensures that all staff under her/his direction receive appropriate coaching, training, and opportunities for personal growth and professional development.
- Evaluates the contribution of direct reports, providing ongoing feedback and conducting Annual Performance Reviews.
- Ensures that all staff under her/his direction participate in the establishment of, and adherence to, strategic plans for the achievement of departmental and team objectives.
- Ensures the creation and maintenance of a work environment that fosters, recognizes and rewards consistent application of the Basic Principles of the University of Waterloo workplace.
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• Other general and specific duties as required.

*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

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<th>Education</th>
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<td>• University degree, preferably an MBA</td>
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<th>Experience</th>
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<td>• 7-10 years of progressive experience, including 3-5 years at a managerial level, in a complex research operations and communications environment involving business support of core application systems and office administration.</td>
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<td>• Proven success in diagnosing, isolating, and resolving complex issues and processes, and recommending strategies for solving problems.</td>
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<td>• Previous experience in developing and managing budgets and in hiring, directing, evaluating, and developing employees.</td>
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<td>• Demonstrated leadership experience and proven ability to engage internal and external stakeholders in building consensus in a complex environment of competing priorities.</td>
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<td>• Experience in managing information systems, preferably in a research environment.</td>
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<th>Knowledge/Skills/Abilities</th>
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<td>• Advanced MS Word and Excel, Intermediate level PowerPoint</td>
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<td>• Core business systems (Infoed, Inteum), Sharepoint, conversant in current web technology</td>
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<th>Nature and Scope</th>
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<td>• <strong>Contacts:</strong> Internally, communicates effectively with stakeholders broadly across the Institution including members of the senior administration, faculty and staff with respect to Research Operations and Communications. Externally, communicates effectively on behalf of the University with software/system vendors and various government departments and agencies.</td>
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<td>• <strong>Level of Responsibility:</strong> Responsible and accountable for all activities of the OR Operations and Communications team; expected to be forward-looking, to be aware of trends, and to bring innovative opportunities and attendant recommendations to the attention of senior OR leaders.</td>
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<td>• <strong>Decision-Making Authority:</strong> Makes high-level decisions pertaining to the management and execution of responsibilities falling to the OR Operations and Communications team.</td>
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<td>• <strong>Physical and Sensory Demands:</strong> Minimal demands typical of a leadership position operating within an office environment.</td>
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<td>• <strong>Working Environment:</strong> Minimal exposure to disagreeable conditions typical of a leadership position; exposure to stress and pressure associated with senior-level responsibilities.</td>
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