Job Description

Job Title:	Administrative Officer
Department:	Office of the Vice-President, Academic and Provost
Reports To:	Executive Director
Jobs Reporting:	None
Salary Grade:	USG 11
Effective Date:	March 2025

Primary Purpose

The Administrative Officer reports directly to Executive Director and is responsible for supporting the day-to-day administrative oversight of the Office of the Vice-President, Academic and Provost. The Administrative Officer provides support across the VPAP portfolio. This portfolio requires professional support in a complex and highly confidential environment. This position supports the Provost and Executive Director in planning and co-ordination of administrative operations of the department, including leading calendar management, assistance with managing operating accounts, coordinating support for internal bodies with accountability to the Provost, such as at Deans' Council and Council of Academic Leaders, as well as responding to emerging and ongoing issues management. This position will support and address inquiries and issues from senior administrative leaders, Deans, and Academic Support Unit leads reporting to the Provost. This position is responsible for managing logistics, briefing materials, and travel.

Key Accountabilities

Support and Leadership

- Supports and provides advice and guidance to the Office of the VPAP Executive Director
- Provides administrative support with in-depth knowledge and management of a high volume of files and various matters and the overall day-to-day operations of the Office of the VPAP
- Ensures the effective management of confidential and highly sensitive information
- Serves as a support for various portfolios across campus, to consult and advise on planning, implementation, and evaluation of complex, sensitive or confidential matters, answering or re-directing inquiries as appropriate
- Identifies urgent and emerging issues that require immediate attention and facilitates a resolution, escalating issues that require Provost and Executive Director's attention, where necessary
- Maintains a strong knowledge base of university policies, procedures and guidelines, resources, and services, developing and fostering strong and constructive working relationships with senior leadership and administration of the University and often serving as a resource to consult and advise on information
- Promotes a culture of continuous improvement in terms of efficiency and leveraging systems capacities and new technologies
- Supports the Provost and Executive Diretor by overseeing all changes and updates to the internal workflow processes and procedures in the Office of the VPAP

Financial Management

- Supports the Executive Director in managing and overseeing the Office of the VPAP operational budget and monitors allocations in order to make recommendations to work processes and/or resource allocation to meet defined budgets, as needed
- Supports the Office of the VPAP to ensure the day-to-day financial activities of the office are carried out according to best practices and comply with University policy and procedures
- Completes and submits travel and expense claims on behalf of the Provost

Administrative & Office Management

- Establishes an efficient administrative unit based on best practices
- Manages the day-to-day operations of the Office of the VPAP
- Ensures the Provost is prepared for meetings by means of daily briefing folders, briefing notes, and/or other documents and provides advice on approaches to issues
- Manages administration and ensures effective and efficient management of the Provost's schedule
- Manages administration for internal bodies with accountability to the Provost, including Deans' Council, Info Group, and Council of Academic Leaders
- Generates briefing notes for various meetings, follow-up on actions from meetings
- Leads the administrative management of complex calendars of the Provost and Executive Director
- Books travel on behalf of the Provost
- Coordinates and organizes meetings that may include multiple internal and external stakeholders and ensures that meetings are prioritized and scheduled based on time sensitivity and importance
- Provides relationship management and administrative co-ordination for Office of the VPAP including preparation of reports, and agendas
- Assesses filing systems and processes to ensure efficiency and effectiveness and proposes and implements changes where necessary and desirable
- A resource for informed decision-making and creative problem-solving
- Responsible for records and information management with the Office of the VPAP in accordance with University records management and retention policies guidelines and legislated requirements
- Develops spreadsheets, reports and other tracking materials as required. The highest level of accuracy is required
- Assists the Office of the VPAP in the development of its annual objectives
- Provides leadership and direction to administrative staff, fostering constructive working relationships, and ensuring performance goals are set and achieved
- Serve as a resource to consult and advise on planning, implementation, and evaluation of complex, sensitive or highly confidential initiatives, special projects, events, or emerging issues
- Conduct, direct, design, and implement administrative systems and structure including work processes and procedures
- Recommend changes/improvements and follow through to implementation of all technical and service matters for the physical office
- Manage office restructuring and moves with deliberate planning, attention to detail and coordination ensuring smooth transitions and uninterrupted workflows, including all space management requirements and renovation projects
- Leverage extensive contacts and relationships across campus to solve problems, gather data and ensure administrative initiatives are successful

Communications/Event Management

- Provides leadership and direction and coordinates with communications members to support the Provost's agenda and communications needs with respect to remarks, messages, videos, website, and social media.
- Ensures all arrangements are in place, troubleshoots when required and ensures the Provost has all necessary information for events
- Provides leadership on all events initiated by the Provost and is responsible for managing and delegating the various activities to ensure a successful event

**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 undergraduate degree preferred, or equivalent combination of education and experience including several years of increasing responsibilities and administrative experience and leadership

Experience

- Extensive experience (7 to 10 years) supporting and advancing the priorities of a C-suite office, including executive administration, strategic coordination, and project management to enable effective decision-making and organizational success.
- Experience with process and project development with an eye to continuous improvement after implementation.
- Strong organizational and analytical skills in the gathering and manipulation of data.
- Ability to quickly assimilate information, analyze data and be able to provide advice guidance and make sound decisions
- Must demonstrate outstanding leadership and management skills and be an accomplished problem solver, demonstrating the ability to make independent decisions
- Advanced knowledge of and experience interpreting University policies, procedures and guidelines
- Sound judgment and diplomacy are essential
- Strong technical aptitude and proficiency in a Microsoft Office Environment

Knowledge/Skills/Abilities

- Proven ability to manage multiple matters, balance conflicting priorities, and meet competing deadlines effectively.
- Outstanding organizational, analytical, and problem-solving skills, exceptional time-management skills, and meticulous attention to detail
- Verbal and written communication skills to clearly express ideas in an objective and discretionary manner
- Demonstrate competency and ability to take initiative, to work independently, and follow through on work assignments within tight timeframes

- Proven ability to build strong relationships and influence individuals at all levels of an organization, as well as external constituents. Collaborative team player comfortable executing and taking constructive input from multiple sources
- High ethical standards with a strong commitment to maintain confidentiality and treat sensitive information with discretion
- Reflect a positive attitude by engaging, listening, and seeking to understand the needs of all stakeholders
- Proven ability to deescalate challenging situations effectively when dealing with the public
- Demonstrate flexibility and adapt readily and effectively to changing and urgent demands

Nature and Scope

- **Contacts:** Regular contact with the Provost, Executive Director, Vice-Presidents and other senior administrative leaders, Deans, AVPs, Associate Provosts, staff, and external stakeholders
- **Level of Responsibility:** This position supports the Provost directly and reports to the Executive Director in the administrative operation and efficiency of the Office of the VPAP. This position often acts as a point of first contact to triage high profile and time sensitive matters
- **Decision-Making Authority:** Significant level of responsibility and accountability to provide guidance and problem-solving support to the Provost, Executive Director, and the office on a wide range of administrative issues involving strategic and operational matters, which may include interpretation of guidelines, policies, and/or procedures or which may require decisions for which no known precedent exists. Often manages highly confidential issues for the Office. Provides direct support to the Provost. The Office of the VPAP manages highly complex issues and requires decisions to eliminate or mitigate significant areas of risk to the University.
- **Physical and Sensory Demands**: This position requires exemplary customer service, sound judgment, strong worth ethic, calm demeanor, ability to work under very tight and challenging time constraints, constant interruptions and competing priorities. This position requires a high mental and visual concentration while working at the computer for extended lengths of time maintaining a high attention to detail.
- **Working Environment:** There is some exposure to disagreeable and frustrated individuals. There is the requirement for extended work hours beyond normal work schedules when deadlines need to be met.