Job Description

Job Title:	Administrative Officer
Department:	Management Sciences and Engineering
Reports To:	Academic Unit head (Department Chair or School Director)
Jobs Reporting:	Varies by unit
Salary Grade:	USG 11
Effective Date:	September 2023

Primary Purpose

The Administrative Officer is responsible for the strategic planning and implementation, human resources administration, financial oversight, and management of facilities, space, and equipment of an Academic Unit in Canada's largest Engineering school. Ranked top 30 globally, the Faculty of Engineering offers undergraduate and graduate programs across eight academic units including several collaborative programs jointly offered by multiple units in and outside Engineering. The Faculty of Engineering has experienced significant growth in a resource-constrained environment. The complexity of operations, and breadth and scope of responsibilities in the Administrative Officer role requires strong leadership and innovative thinking to provide best-in-class service to students, faculty and staff.

The Faculty of Engineering has adopted a decentralized resource allocation model and expects all academic units to achieve and maintain financial sustainability, while delivering exceptional outcomes in areas of teaching and research. The Administrative Officer is tasked with reaching this strategic goal.

The Administrative Officer is a member of the unit's executive committee and is accountable for managing relationships with external organizations and other administrative functions to support the teaching and research missions of the academic unit. The Administrative Officer is a senior administrative staff position and provides continuity as academic leadership changes.

The Faculty of Engineering has developed a set of key accountabilities for all Administrative Officer roles as documented herein.

Key Accountabilities

Strategic Planning and support, including but not limited to:

- Provides senior leadership with confidential and strategic advice, information, and data to support decision making
- Supports the development of long-term strategies and operational plans for the unit
- Monitors and reports on strategic and operational plans
- Co-ordinates the resources required to support strategic and operational plans, including space, financial, human resources, and information technology
- Oversees strategic communications, including overall responsibility for internal communication, overseeing web content and approval of external communications
- Supports the development and maintenance of strategic partnerships through the UW community and professional organizations

Financial oversight, including but not limited to:

- Oversees the development of the unit's annual operating budget
- Ensures that funds are available to support the unit's operations
- Reviews the unit's financial position with senior leadership on a regular basis
- Ensures that all operating, trust, endowment, and research funds are soundly managed
- Develops and implements internal financial controls for operating, trust, endowment, and research funds, ensuring that University policies and procedures are followed
- Provides financial input into the unit's strategic plan

Administrative leadership, including but not limited to:

- Ensures the effective and efficient operation of the unit's various committees (e.g., advisory committee on appointments, tenure and promotion committee); serving as a resource to committees as required
- Has extensive knowledge of and oversees all administrative aspects of the academic programs offered by the unit; and jointly contributes to same for collaborative programs
- Regularly reviews the administrative staff structure to ensure that human resources are efficiently and effectively managed and services to students delivered effectively
- Coaches and mentors staff managers within the unit
- Supports and assists with the planning and execution of various special events, such as retreats, as necessary
- Manages the processes of professional accreditation and other academic reviews
- Serves as a resource within the unit for the interpretation of and ensuring adherence of University of Waterloo, Faculty of Engineering and unit policies, guidelines and practices

Human Resources Administration, including but not limited to:

- Assists senior leadership with the recruitment, evaluations, promotion, and retention of faculty
- Oversees the recruitment, evaluation, promotion, reclassification, professional development, retention, and performance of administrative staff within the unit
- Supervises technical teams as required
- Administers the salary increase process for faculty and staff in the unit
- Ensures that personnel files, work schedules and vacation records for faculty and staff are maintained in accordance with University policies
- Provides human resources input into the unit's strategic plan
- Oversees the day-to-day work of senior administrative staff, including fostering constructive working relationships, monitoring workload, and providing direction and problem-solving support

Management of facilities and equipment, including but not limited to:

- Oversees the maintenance, repairs, renovations, and new construction in the unit
- In consultation with senior leadership, authorizes the purchase and allocation of equipment and furnishings
- Co-ordinates the unit's space committee and manages space allocation for faculty, staff, and students
- Oversees sustainable and green initiatives within the unit
- Works with UW Special Constable Service, Safety Office as needed to resolve time sensitive and critical issues
- Oversees all health and safety requirements of the unit, and responsible for risk management, if required

- Works with senior leadership to ensure the efficient and equitable use of facilities and equipment,
- Oversees building access and the issuing of key fobs and keys. Ensures adequate records are maintained
- Approves all events using unit facilities

**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

Bachelor's degree required. Several years of increasing responsibilities and administrative experience in and leadership experience in the areas of human resources and business administration required. Experience working in an academic environment is considered an asset. Equivalent combination of education combined with extensive experience at a senior level may be considered.

Experience

- Senior financial and human resources management experience required
- Experience with professional programs, and organizations an asset
- Excellent interpersonal skills required

Knowledge/Skills/Abilities

- Demonstrated ability to design and implement new and changing administrative and financial systems
- In-depth knowledge of UW policies, procedures and best practice
- Strategic and creative thinking, people management, interpersonal and organizational skills
- Extensive experience guiding, coaching and mentoring staff and fostering constructive team relationships
- Demonstrated ability to exercise judgement and discretion when handling confidential information
- Independent judgement in areas of time management, task prioritization and decision making
- Proven ability to handle a large volume of work with competing priorities and deadlines
- Ability to assess, analyze, and resolve issues
- Exceptional verbal, written and visual communication skills

Nature and Scope

- **Contacts:** Senior leaders in the unit, senior staff in the Dean of Engineering Office, including the Executive Officer, Director, Infrastructure and Safety, Director, Strategic Initiatives and Integrated Planning, Faculty Financial Officers, Faculty Administrative Officer, other Administrative Officers in Engineering, Office of Research, Finance, Human Resources, Parking, Special Constable Service, and Plant Operations. Externally, service providers including but not limited to equipment suppliers, building and moving contractors, professional accreditation bodies, etc.
- **Level of Responsibility:** This job routinely makes decisions in consultation with stakeholders. Their decisions have significant, unit-wide impact.
- **Decision-Making Authority:** In consultation with the unit head, makes decisions on the deployment of administrative resources in the unit, including financial, human resources, space, and equipment.

Provides senior leadership with confidential and strategic advice to support decisions on the allocation of financial, human resources, space and equipment to meet strategic objectives

- **Physical and Sensory Demands**: Minimal demands typical of an administrative position within an office environment
- **Working Environment:** Travel may be required. Regular working hours, with some evening or weekend work as required. Exposure to disagreeable conditions typical of a senior leadership position in a large academic unit.