

Job Description

Job Title:	Manager, Undergraduate Awards
Department:	Registrar's Office
Reports To:	Director, Student Awards and Financial Aid
Jobs Reporting:	Undergraduate Awards Officer (2) Undergraduate Awards Co-ordinator
Salary Grade:	USG 11
Effective Date:	May 2017

Primary Purpose

Within the Student Awards & Financial Aid Office (SAFA) unit of the Registrar's Office (RO), is responsible for operational oversight and successful implementation of activities related to the administration of undergraduate scholarships and awards at UW including award development, resource management, selections, payments, reporting, and communications. These activities contribute to the student experience - an important component of the University's undergraduate enrolment strategy.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

Leadership and decision making

- This position is one of three management positions reporting to the Director, SAFA and works with the SAFA management team to provide leadership and expertise on projects and day-to-day activities.
- Advises and makes recommendations to the Director regarding the impact of University or government programs and policies, the strategic use of University award funds, and other matters related to awards.
- Is a member of the Registrar's Office management team
- Assess the impact of policy and procedural changes as they relate to UG awards.
- Acts as one of the primary spokespersons for the University with regard to undergraduate awards.
- Leads resolution of complex problems related to award development, processing and budgetary processing.
- Applies sound judgement and comprehensive job knowledge to solve complex problems related to award development, processing, finances, and budgeting matters.
- Determines student eligibility for various awards based on a combination of selection criteria, equity, and professional judgement.

Award administration and resource management

- Manages the activities related to the awarding, processing, and communicating of all entrance and upper-year undergraduate scholarships and awards.
- Functional responsibility for the following scholarship and award programs including:
 - General (non-faculty specific) donor-funded awards
 - Institutionally-funded general scholarship programs
 - President's Upper-Year Award program
 - International experience awards
 - Athletic awards
 - Schulich Leaders Scholarship program
- Reviews applications and candidate reports, coordinates selection committees and/or makes award decisions, ensuring compliance to award program criteria, general award guidelines, as well as University and government policies.
- Effectively manages resources allocated to award programs including endowments, annual donations to trust accounts, and Waterloo operating accounts.
- Monitors the annual income of each endowment fund managed within SAFA (~400), and plans or oversees allocations from each fund.
- Analyses financial and disbursement reports.

- Develops, maintains, and reconciles various award budgets.

Award development

- Provides strategic advice to stakeholders related to award development and administration of donor-funded as well as internally funded initiatives.
- Works closely with Office of Advancement and Faculty development officers to write, approve, and establish effective award agreements.
- Understands and interprets University and government policies as they relate to awards, to ensure that award criteria are equitable, meet the needs of the undergraduate student body, academic unit, and the University, while fulfilling the wishes of the donor.
- Participates in various committees and working groups to establish award regulations and procedures and to identify new strategies for utilizing university administered funds.
- Applies detailed knowledge of the UW student body in assisting in the provision of locally administered scholarships and awards.

Team management

- Hires, supervises, mentors, and evaluates two Undergraduate Awards Officers and the Undergraduate Awards Co-ordinator.
- Provides job-related training, effective procedural documents, and on-going feedback to support success.
- Encourages staff participation in personal and professional development.
- Provides daily functional leadership to the team, sets clear and reasonable expectations, and ensures delivery of team tasks.
- Ensures fair performance evaluations.
- Facilitates enlightened change management.
- Supports the Registrar's Office through on-going training related to undergraduate awards.

Reporting and data analysis

- Prepares reports and statistical data for the Registrar's Office, Finance, IAP, Waterloo International, Advancement, and Faculties, as well as for Senate UG Council and various other university committees and external agencies.
- Provides analysis of spending patterns and projections for awards funded by University operating funds.
- Analyzes data and applies comprehensive job knowledge to determine validity of accepting non-standard award proposals.
- Provides data for and participates in internal audits related to awards as required.
- Produces various reports using PeopleTool query functionality to facilitate selection, review, and reporting of award recipients

Systems related activities

- Creates item types and maintains and runs various set-up tables and processes within the Financial Aid module of the PeopleSoft student administration system to facilitate the administration and payment of awards.
- Fulfills a leadership and functional role in process improvements.
- Participates as a member of the user analyst team, providing input to the design, testing, upgrades and implementation of systems-supporting functions related to undergraduate awards.

Communications, publications, and outreach

- Responds to student inquiries.
- Assists in the creation and execution of various financial aid communication pieces and provides updates for other articles/publications as required.
- Prepares and delivers bulk email communications.
- Manages site and content for two UG award databases and the awards pages of the SAFA website.
- Updates content of awards-related pages of the Undergraduate Calendar.
- Develops and presents informative presentations related to awards to prospective and current students, parents, and staff.
- Participates in various recruitment and outreach events.
- Represents the SAFA on various committees and at special events.

Required Qualifications

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If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education <ul style="list-style-type: none">• University degree or suitable combination of education and experience
Experience <ul style="list-style-type: none">• Strong managerial experience and leadership skills dealing with diverse teams and situations, preferably in an educational setting.• Experience with budgeting, financial spreadsheets, and financial reporting systems.• Advanced experience with PeopleSoft student administration preferred.
Knowledge/Skills/Abilities <ul style="list-style-type: none">• High degree of planning and coordination skills.• Understanding of issues and trends affecting post-secondary education.• Proven ability to deal with difficult or sensitive situations with tact and diplomacy.• Strong organizational skills coupled with the ability to handle multiple tasks, meet deadlines, and excel in a fast-paced environment characterized by changing priorities.• Demonstrated analytical and problem solving skills.• Experience interpreting complex policies.• Excellent communication skills, both written and oral, for varied audience.• Advanced Word and Excel skills are required.

Nature and Scope

Contacts:

- Internally, collaborates with management and support staff within the offices of the Registrar, Finance, Advancement, Vice-President Academic & Provost, Co-operative Education, Graduate Studies, Student Success, Athletics, Human Resources, Information Systems and Technology, Institutional Analysis and Planning, and other departments across campus; as well as with Deans, Associate Deans, Financial Officers, Faculty admission teams, UG advisors, and other management and support staff within Faculties.
- Externally, responds to inquiries and provides information and advice to a wide variety of audiences including students, parents, high school guidance counselors, award donors, external award agencies, and other post-secondary institutions.

Level of Responsibility:

This position is responsible and accountable for the results of the Awards team within the Student Awards & Financial Aid Office.

Decision-Making Authority:

Accountable for decisions related to the operation of services related to UG scholarships and awards. Continually makes independent decisions about award selections, work flow, and award development matters. Works with the Director, SAFA to address necessary changes resulting from strategic plans, academic decisions, and university-wide initiatives.

Physical and Sensory Demands:

Minimal demands typical of a position operating within an office environment; periods of extensive sitting and concentrated use of visual senses.

Working Environment:

Minimal exposure to disagreeable conditions, typical of a position exposed to stress and pressure associated with management-level responsibilities, intermittent work outside of normal operating hours of the institution.