

Job Description

Job Title:	Executive Officer
Department:	Office of the Vice-President, University Relations
Reports To:	Vice-President, University Relations
Jobs Reporting:	Administrative Coordinator
Salary Grade:	USG 11
Effective Date:	November 2022

Primary Purpose

The Executive Officer (EO) is a critical position within University Relations, responsible for the effective management and support of administrative, human resources, facilities and operational planning, health and safety, and asset and technology requirements in a complex and often highly confidential environment. In the absence of the Financial Officer, the EO will offer support and guidance to University Relations staff and approve payments as required. The Executive Officer will provide leadership, support and advice to the Vice-President and the senior leadership team on human resources, special projects, and strategic initiatives. As the senior administrative staff member, the Executive Officer provides continuity within University Relations during times of transition and growth.

Key Accountabilities

Administrative leadership

- Oversee, review, and continuously improve and align administrative systems/processes to enhance service quality while maintaining/improving efficiency.
- Ensure resources are efficiently and effectively managed and deadlines and targets are met to guarantee alignment with University Relations initiatives and priorities. This includes providing documentation, guidelines, and ensuring a consistent approach is applied for all units within University Relations.
- Responsible for records and information management within University Relations in accordance with University records management and retention policies, guidelines, and legislated requirements.
- Oversee databases to facilitate the deployment and acquisition of technologies within University Relations.
- Ensure the integration of IST initiated systems and migrations.
- Provide leadership and direction to administrative staff, fostering constructive working relationships that include coaching, mentoring, skills development, and growth opportunities.
- Responsible for all aspects of human resource and performance management of direct reports. This includes setting an effective team agenda, assigning, and directing work and cross-training.
- Direct annual performance evaluation/merit reviews, goal setting strategies and planning with reports to ensure performance goals are set and achieved.
- Serve as the primary resource with University Relations for the interpretation and application of administrative policies, guidelines, and practices.

Human resources management

- Serve as the VPUR's delegate and liaison to Human Resources for all University Relations staffing and human resources support. This includes job descriptions, performance evaluations, recruitment, compensation, payroll records and verification of financial information to ensure funding sources are correct.

- Oversee the payroll process for ongoing and temporary employees, ensuring payroll activations and terminations are completed.
- Oversee the development of all staff position descriptions, reclassification, and stipend requests.
- Partner, provide guidance/advice and support the VPUR and other leaders with solutions for filling staff vacancies, during the recruitment process and advise on best practices. Research and preparation of interview questions and documents along with participating in interviews may be required.
- Complete compensation analysis for the Vice-President and senior leadership for all new hires, promotions, stipends, etc., to support fair and equitable compensation within University Relations. Provide advice on compensation levels as required.
- Manage the University Relations annual staff performance evaluation process, train managers on processes and provide data to ensure consistency of application of performance scores - ensuring that the criteria for performance ratings are consistent across units. This includes analytics and documentation of all evaluations.
- Assist the VPUR in the administration of the salary increase process for staff in University Relations.
- Manage, complete, and ensure an effective onboarding process to support the Vice-President and leaders to integrate new employees and to ensure their success.
- Manage, complete, and ensure a seamless offboarding process specific to the reason for the departure. This includes the return of all University Relations assets, deactivate University Relations accounts and data, and removal of office access, etc. At times, offboarding must be meticulously planned and executed and will involve highly confidential information. Work with managers to complete a transition plan which may include knowledge transfer sessions.
- Manage and monitor adherence to policies and procedures in all human resources operations and activities (e.g., privacy and retention) and ensure appropriate advice is sought and reviewed on sensitive issues.
- Maintain personnel files for all University Relations staff in accordance with University policies.
- Ensure the effective management of confidential and highly sensitive information.
- Coordinate training and development programs for staff as required.
- Represent University Relations on human resources committees as required.

Relationship management, collaboration, and outreach

- Foster and maintain strong relationships within a work environment that encourages, recognizes creativity, innovation, excellence, and personal accountability.
- Build consensus in a highly decentralized and collegial environment.
- Provide consultation and a sounding board approach to the Vice-President and leadership with confidential and strategic advice for human resources related issues, interpretation of University policies, procedures, and guidelines, ensuring adherence and compliance.
- Contribute to candid discussions, gauge other people's points of view and help find solutions. At times, these discussions may require referrals to other areas on campus that have specific expertise.
- Engage and provide training for staff as the expert on HR platforms (Workday and iCIMS) and policies, procedures, and guidelines.
- Provide consistent, knowledgeable, and comprehensive human resources management and support to the Vice-President and their direct reports to deliver expected results to nurture and provide effective leadership for their respective teams, to establish strategic departmental goals and to maintain a positive working environment.
- Assists leadership with correspondence dealing with sensitive matters that may require considerable discretion and judgement.

- Building and nurturing collegial based on trust and mutual respect is critical to the effectiveness of this role.
- Identify opportunities to engage and strengthen relationships with others across campus.

Strategic planning advice, development, and decision support

- As an integral member of University Relations, the EO contributes to discussions of and is party to decisions concerning the full range of issues, including strategic planning, development of new portfolios, and resource planning. This may include coordinating plans with the need for resources, including space, human resources, and information technology infrastructure.
- Provides confidential advice, information and data and acts as a sounding board to support decisions by the Vice-President and leadership. Ensure that advice is evidence based and data informed and connects decision making with budgetary/fiscal impact.
- Provide advice, professional expertise, support, and occasional coaching and mentoring to peers and other more senior roles in University Relations in a way that allows for careful and thoughtful consideration before decisions are made.
- Provides updates to the Vice-President on human resources, providing data to support decision-making while keeping the Vice-President apprised of developments, that may be important to the overall management of University Relations. Alert the Vice-President to potential conflicts or problems.
- Support the Vice-President in the development of long-term strategies and operational plans.
- Generate briefing notes or follow-up actions required for the Vice-President and leadership.
- Provide input, draft, review or prepare internal correspondence on behalf of the Vice-President as required.
- Work with the Vice-President and leadership for approaches and principles to be used in decision making and approval of operational practices, e.g., hybrid work models.
- Provide critical support and prompt responses during crises.
- Receive and review sensitive information circulated to the Vice-President, when required.

Facility and asset management, health, and safety

- Oversee all operations of University Relations' space, including reporting necessary repairs and alterations, and advising occupants of shutdowns/usage restrictions, etc.
- Oversees building and department access and issues key fobs and keys and ensures that adequate records are maintained.
- Oversee and provide direction on space assignment, office restructuring, moves and any related problems and issues, budget projections for furnishings and alterations. This includes issuing work requests and providing client approval.
- Maintain space data to validate space holdings to provide University statistics and analysis that inform strategic planning and budget forecasting, i.e., Council of Ontario Universities Survey
- Working with UR senior leadership, review and maintain a space management platform to optimize shared workspaces in a hybrid work environment.
- Oversee and manage adaptations required for office access which can include occupancy limits, updated procedures for health and safety, and additional public health and cleaning protocols. These adaptations may need to be made quickly to protect individuals as well support and provide a safe work environment for employees and visitors.
- Working with UR leadership, oversee, manage, and ensure adequate supply and quality of technology (i.e., computers, monitors, telephones, etc.); upgrades to new/emerging technology; and ongoing maintenance of technology. This includes the purchasing and authorization of purchases and managing or forecasting needs for the allocation of major equipment and furnishings.
- Health and safety coordinator for University Relations:
 - oversee emergency operations and procedures and office security.

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- oversee health and safety inspections.
- oversee health and safety training for staff, ensuring compliance for all requirements.
- write and maintain health and safety compliance reports.
- ensure all requirements of the Occupational Health & Safety Act are met.
- advise and update University Relations staff on health and safety matters.

Financial administration

- Pre-approve expenses claimed through Concur for the Vice-President's direct reports to ensure validity and that all University policies and procedures as well as the Broader Public Sector Accountability Act directives are adhered to.
- Oversee administrative staff Pcard purchases which includes expenses University Relations wide, such as advertising, software purchases, subscriptions, memberships, etc. Ensure administrative staff follow all University policies and procedures.
- Oversee and approve expenses for office supplies, furniture, equipment purchases and one-time expenses.
- Ensure payroll expenses are properly accounted for, in partnership with the Financial Officer.
- Serve as primary backup for Financial Officer to ensure payment of invoices, financial systems inquiries, and support to staff in financial procedures and processes.

**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

- At least 8 years of significant experience providing administrative and operational management of a multi-department office.
- Significant experience directing staff, human resource management, issues resolution, operations management, communication, and a successful track record related to hiring and managing staff.
- Experience in payroll compensation analysis is required.
- Experience of working with senior executives and leaders and demonstrating advanced influencing and negotiation skills.
- Evidence of being a persuasive and dynamic leader with highly developed communication and interpersonal skills, who is outgoing and comfortable with networking, influencing, and persuading at the highest level.

Knowledge/Skills/Abilities

- Strong project management skills and demonstrated ability to manage many matters, conflicting priorities, and competing deadlines
- Significant experience directing staff, human resource management, issue resolution and sound understanding of legislation related to hiring and managing employees including performance management.
- Demonstrated competency and ability to take initiative, to work independently, and follow through on work assignments within tight timeframes.

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- Demonstrated ability to design or implement new and changing systems, e.g., administrative, asset management, human resources and financial.
- Extensive experience in operational leadership, strategic thinking, and change management, with the ability to identify inefficiencies and implement solutions to improve processes and systems.
- Extensive experience in coaching, guiding, and mentoring administrative staff, analysis of requirements for change and using a proactive approach to the development of solutions.
- Exceptional interpersonal, communication and social skills with proven strength in building and inspiring strong relationships through trust and collaboration; being sensitive to the needs and interests of individuals; being calm, empathetic, trustworthy; and perform with integrity and tact.
- Proven track record of successful relationship-building is essential as this role must work effectively and collaboratively across multiple departments.
- Strong organizational skills coupled with proven ability to effectively document work, handle multiple tasks, and excel in a fast-paced environment characterized by changing priorities and short deadlines.
- Must be confident, organized, a long-range planner and an accomplished problem-solver, able to quickly assess situations and individuals and lead solutions.
- Demonstrated ability to make independent decisions and to build consensus.
- Critical thinking and excellent analytical skills to quickly assimilate information, analyze data, provide advice, guidance, and recommendations for others to make informed decisions.
- Ability to think and act strategically, creatively, and dynamically in a high-pressure work environment.
- Ability to manage confidential and sensitive materials and situations with the utmost discretion.
- Ability to deal professionally with tension and conflicts.
- Must be confident, organized and an accomplished problem solver.
- An enthusiastic and motivated individual with the ability to help create and sustain a transparent and collaborative organizational structure focused on continuous improvement.
- The EO must be approachable and a good listener
- Able to exercise 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.
- Experience with Microsoft Office, Outlook, etc.
- Ability to use various communications platforms to connect or collaborate when an immediate response is required, e.g., Zoom, Microsoft Teams, Skype, etc., particularly due to hybrid environments.
- In depth knowledge of UW policies, procedures and best practices is an asset.

Nature and Scope

- **Contacts:** Works directly with the Vice-President, leadership team and all members of University Relations. Interacts with colleagues across the University and at all levels including Human Resources, Central Stores, Plant Operations, Police Services, Finance, Procurement Services, etc. Externally, the Executive Officer may interact with business contacts and the public.
- **Level of Responsibility:** The EO role has University Relations wide impact, specialized work and works with minimal supervision. Manages administrative and financial services for University Relations. Has direct reports and is responsible the management of the administrative team. Is available for consultation on all issues related to staff, including performance concerns for managers to discuss confidential issues openly and freely. Accountable for the payroll process which includes authorizing work order accounts, salary transfers and corrections. Provides research, analysis, and

recommendations for new hire salaries. Has signing authority for equipment and purchases across University Relations. In the absence of the Financial Officer approves invoices for payment across University Relations. Oversees Pcard purchases for direct reports. Ensures compliance with various regulatory standards such as University policies and procedures, human resources management and health and safety.

- **Decision-Making Authority:** Responsible and accountable for managing University Relations human resources, payroll, administration, data management, space, equipment and health and safety. Provides the Vice-President and leadership team with confidential and strategic advice to support decisions on human resources, space, and equipment to meet strategic objectives. The Vice-President will confirm priorities but initiative and follow-through on a variety of tasks or projects will be required without direct supervision.
- **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. This position requires outstanding customer service, sound judgment, a strong work ethic, calm demeanor, ability to work under very challenging time constraints, constant interruptions and competing priorities.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a position exposed to stress and pressure associated with management level responsibilities. Responsiveness is critical to the role.