

Job Description

Job Title:	Assistant Director, Shared Services
Department:	Campus Housing
Reports To:	Director of Housing
Jobs Reporting:	Manager, Housing Finance; Information System Analyst(s); Business Process Analyst(s); Research Analyst; Scrum Master & Project Manager(s)
Salary Grade:	USG 13
Effective Date:	October 2022

Primary Purpose

Shared Services aims to improve and modernize the department by identifying, evaluating, and acting on opportunities to leverage a set of core services used by staff across the organization to provide value to students. The following core services supports the department's operational and strategic activities: finance, information systems and technology, business analysis, research, project management, strategic initiatives, and continuous improvement.

The Assistant Director, Shared Services is a member of the department's senior management team that builds, develops, leads, and coaches highly functioning multi-disciplinary teams which are responsible for identifying opportunities, assessing needs, developing solutions, and successfully implementing transformative projects and programs. This role keeps a keen eye not only on what is new, but what is next – helping the department anticipate and act on emerging needs in a timely manner, as well as empowering others to adopt a continuous improvement mindset.

Key Accountabilities

Optimize Value Across the Organization & Institution

- Works as a member of the department's senior management team developing and implementing a strategic planning and change management framework, consisting of mission, vision, values and objectives, for establishing and advancing a continuous improvement organization.
- Accountable for the timeline, scope, and resources (e.g., budget) of Shared Services programs and departmental projects. In conjunction with the senior managers, and Shared Services' staff, ensures short, intermediate, and long-range targets are set in alignment with departmental and institutional objectives and refined as circumstances evolve.
- Builds and maintains a scaled organizational system (e.g., Enterprise backlog) to organize the department's activities around value delivery of employees at all levels of the department which is also aligned to the work of campus partners and the university strategic plan.
- Provides direction and guidance to any member of the department on the effective preparation and ongoing development of visual systems, including, but not limited to, project plans, backlogs, dashboards, burndown charts, etc.
- Leads and promotes high-quality service delivery within Shared Services to all staff across the department, particularly management-level staff, by encouraging and promoting the use of best practice approaches which increase the likelihood of successful outcomes.
- Sets and manages ongoing performance targets for Shared Services staff and provides frequent feedback to improve performance.
- Maintains strong partnerships between the department and campus partners, including but not limited to, Information Systems and Technology, Finance, Integrated Planning and Budgeting,

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Procurement and Contract Services, Institutional Analysis and Planning, Human Resources, and Organizational and Human Development.

- Engages with industry organizations relevant to Shared Services' programs and evolving departmental needs to foster a network of colleagues from which to learn, trade information, and exchange advice.

Strategic Initiatives Mentor and Leader

- Ensures the processes, methods, and standards are established and maintained to support the successful management of projects, operational programs, and strategic initiatives including governance, team leadership, monitoring, prioritization, communication, and quality controls to ensure clarity exists for all parties regarding current and desired outcomes over the full planning cycle(s).
- Cooperates with senior managers to determine value and impact of projects, and optimal arrangement of strategic initiatives and operational programs, followed by guiding team members to define project priorities, implementation opportunities, barriers to overcome, and risks to manage.
- Develops a team of project positions to support functional and cross-functional teams to meet or exceed expectations established at project initiation.
- Monitors operational and strategic program and project performance directly and indirectly using quantitative and qualitative approaches to ensure team members remain clear and have support to achieve the desired outcomes.

Continuous Improvement Champion

- Nurtures a departmental culture that embraces problems as opportunities by making problems visible, facilitating interactions to clarify problems, and actively monitoring outputs and outcomes to find problems for the team to address.
- Constantly refines knowledge of all departmental and relevant institutional activities required to successfully fulfill the department's mission, vision, values and improve the processes and systems over time to provide even greater value to students.
- Leads by example to inspire the creation of an environment where leaders coach team members for the purpose of creating awareness, generating value-driven action, and facilitating learning and growth. The coaching culture will focus on improving organizational performance by helping individuals to continuously develop and sustain new perspectives, attitudes, skills and behaviours.
- Promotes the adoption of a learning organization by identifying, designing and implementing educational and training related to continuous improvement and change management across the department, along with subject matter within Shared Services.

Evidence-based Decision-making Advocate

- Make certain that processes and systems for collecting, analyzing, and promoting the use of data exist to support sound decision making.
- Plays a prominent role in developing evidence-based planning methodologies including, but not limited to, business analysis, resource allocation, financial management, process refinement, information systems, project management and organizational forecasting to support the attainment of departmental and institutional objectives.
- Leads the department to developing an efficient and effective departmental system at all levels for monitoring and analyzing a range of operational and strategic performance metrics.
- Ensures that Shared Services' staff follow university policies and procedures, and they support staff across the department to do the same.

Other

- Performs other related duties and responsibilities as assigned and supports departmental activities.

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**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

<p>Education</p> <ul style="list-style-type: none">• University degree is required. A graduate degree would be an asset.• A recognized professional credential relevant to the role would be beneficial.
<p>Experience</p> <ul style="list-style-type: none">• A minimum of 10 years of professional experience is required.• Experience working in multiple organizations or in different industries is required.• A continuous improvement mindset that has proven to provide value to an organization(s) is required.• Experience building a culture of support and understanding on cross-functional teams is required.• Demonstrated experience leading large-scale initiatives would be an asset.• Experience with fiscal resources and control (budget development and reporting, purchasing, and contracts) is an asset.
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none">• Must possess the ability to think both broadly and deeply at an advanced level.• Must have training/education in Change management or Continuous improvement (e.g., Lean, Agile, Scrum). Training/education in both is preferred.• Must possess complex problem-solving skills with an ability to work autonomously and cooperatively.• Demonstrated high level of emotional intelligence, maturity, competence, diplomacy and professionalism within a team is required.• Proven ability to effectively negotiate with and influence others towards effective outcomes is required.• Ability to handle sensitive issues with discretion while maintaining trust and confidentiality is required.

Nature and Scope

- **Contacts:** Strong relationships with the departmental senior management and managers, along with management-level staff across the university who engage with, or whose clients engage with, services provided by Shared Services
- **Level of Responsibility:** Provides advice and guidance and makes recommendation to the Director regarding Campus Housing organization system development. Provides operational and related business systems, processes standards and guidelines support within the department. Directs activities and oversees priorities towards the advancement of the transformation and implementation process undertaken by peers and their direct reports across the entire department.
- **Decision-Making Authority:** Makes decisions on timelines, priorities, budget utilization, and staffing resources to meet operational and strategic objectives.
- **Physical and Sensory Demands:** Minimal demands typical of a senior position operating within an office environment
- **Working Environment:** Regular working hours, some evening/weekend work required. Exposed to stress and pressure associated with departmental level senior management responsibilities, significant financial, project, and resource oversight and confidential human resource leadership.