



JOB TITLE: Project Manager, Strategic Initiatives and Assessment

REPORTS TO: Director, Waterloo Housing & Residences

JOBS REPORTING: None

DEPARTMENT: Campus Housing

LOCATION: Main Campus

Salary Range: USG 8

DATE:	March 2017
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PRIMARY PURPOSE

The Project Manager – Strategic Initiatives and Assessment is responsible for technical evaluation to gather data to ensure the department and the internal teams are upholding its purpose. They will act as a project manager on assessment related projects, maintain relationships within the department and business units in order to integrate assessment infrastructure, and act as a communications hub for assessment data and information for the department, while reporting to the Director, Housing. This position will support the long-term vision of assessment for all business outcomes, projects, and processes and empower its staff to incorporate assessment as part of every staff’s role. The position will contribute to the timely delivery of project outcomes and will co-ordinate various department-wide, cross-functional assessment activities.

KEY ACCOUNTABILITIES

1.	<p>Project Management</p> <ul style="list-style-type: none"> • Creates and executes project plans and revises as appropriate over time to meet changing needs and requirements. • Liaise with and coordinate actions with stakeholders for projects to ensure roles are clear and actions are executed effectively. • Responsible for and provide support for the planning, execution, monitoring, and reporting of project related activities. • Development of project plans, memos, briefings, charts, reports, presentations and other project documents as requested. • Monitors assigned project schedules and timelines and is accountable for timely completion of objectives and key results. • Identifies and manages risks associated with projects that might jeopardize the success of the methods and/or the outcomes.
2.	<p>Strategic Initiatives</p> <ul style="list-style-type: none"> • Supports the Director, Housing and Residences by conducting research, summarizing information, and drafting reports relevant to the post-secondary housing and residence market, the student experience, and emerging trends in the field. • Drafts progress reports for assigned projects and responsibilities. • Assists the Director, Senior Managers, and Project Teams by providing professional and timely written communications for project work, assessment updates, and strategic initiatives to staff and stakeholders. • Host training and give stakeholder presentations. • Maintain and manage relationships with external stakeholders and campus partners in various strategic initiatives. • Other duties as assigned by the Director, Housing and Residences and Senior Managers

3.	<p>Assessment</p> <ul style="list-style-type: none"> • Create and execute short-term and long-term assessment programs (or frameworks) in order to create an evidence-based decisions making culture to meet the department's short and long-term priorities. • Lead and Manage department-wide assessment activities by collecting, analyzing, summarizing, and disseminating analytics including, but not limited to, survey results and Key Performance Indicators. • Guides the department in creating and documenting existing assessment processes and procedures to manage the department's assessment program. • Develop and execute assessment training and surveys. • Technical evaluation activities: software management, excel based coding, database upload and management, and automation of tasks. • Coordinate assessment activities with campus partners, particularly Institutional Analysis and Planning staff, and external research firms (eg. Skyfactor, Academica Group) • On-going identification and recommendations for how assessment findings can be applied to improve departmental or institutional activities, along with supporting evidence/rationale. • Responsible for conducting reviews of existing research, and/or collection of data as needed to support evidence-based decision-making. • Supports communication of assessment findings which promote an evidence-based decision-making culture and/or the value of departmental/institutional activities. • Develops and maintains skills and knowledge of assessment/evaluation and project management domains. • Assists colleagues with creating/improving policies that aim to improve operational efficiency and service to students.
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POSITION REQUIREMENTS

Education:

- Completion of post-secondary diploma or degree (or equivalent experience) required.
- Working towards, or currently holds, a project management training certification is required

Experience:

At least 2 years of project based work and support experience with a proven track record of achievement and success.

Competencies include: ability to co-ordinate multiple projects at once; demonstrated ability to research, summarize, and report information; demonstrated ability to work independently and as part of a team; excellent administrative, organizational, and time management skills; exceptional interpersonal and communication skills.

Proficiencies:

- Expert in Microsoft Excel
- Proficient computing skills, specifically with Microsoft Office applications are required.
- Demonstrated ability to use web related and mobile communication tools is required.
- Working knowledge of Project Management Body of Knowledge (PMBOK) principles is required.
- Working experience within medium to large organizations is required, with post-secondary institutions being preferred.
- Proven success of leading people, ability to delegate and achieve results through teamwork.
- Experience in taking initiative and seeking solutions to complex solutions while working autonomously.
- Ability to influence, negotiate, and resolve conflicts

NATURE AND SCOPE

Interpersonal Contacts:

Internally, this position, interacts regularly with the Director, Housing, the Project Manager – Strategic Initiatives and Continuous Improvement, and the Senior Management team. This position also collaborates often with other staff in the Department of Housing and Residences and collaborates occasionally with campus partners. Externally, this position, interacts occasionally with colleagues at other university and colleges in North America.

Level of Responsibility:

This position is responsible for all of the accountabilities listed above. This position provides support to the Director, Housing and Residences and within the Department of Housing and Residences.

Decision-Making Authority:

This position is responsible and accountable for executing the various project-specific decisions in consultation with the Director, Housing and/or Senior Managers.



Physical and Sensory Demands:

The responsibilities of this role occur primarily in an office setting and require frequent use of a computer. Some infrequent duties require moderate physical demands resulting in slight fatigue, strain, or risk of injury.

Working Environment:

Regular working hours, some evening/weekend work required. Minimal exposure to disagreeable conditions. The role involves some exposure to stress as a result of pressures associated with handling multiple ongoing demands, time management, and priority setting. There may be unusual hours or schedules, multiple and /or tight deadlines beyond one's control and constant interruptions (i.e. phone calls, emails and unplanned but urgent requests) that are impacted by varying student volumes at different times of year resulting from working within a student residential environment.