

## Job Description

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<b>Job Title:</b>	Senior Manager, Engineering Outreach
<b>Department:</b>	Engineering Outreach, Faculty of Engineering
<b>Reports To:</b>	Associate Dean, Outreach
<b>Jobs Reporting:</b>	Outreach Coordinators, Financial Officer (job description pending), Contract staff, and Co-op students
<b>Salary Grade:</b>	USG 11
<b>Effective Date:</b>	March 2019

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### **Primary Purpose**

The Senior Manager, Engineering Outreach provides operational leadership in overseeing and executing outreach initiatives and activities consistent with the mission, goals and objectives of the Faculty. The Senior Manager is responsible and accountable for implementing and executing strategic, operational, and financial decisions and provides advice to senior leadership on long-term planning, program delivery, STEM and Women in Engineering initiatives, financial and resource management. The incumbent directs, engages and guides a team of dedicated staff and students and provides continuity during change in senior leadership.

### **Key Accountabilities**

#### **Advises and contributes to strategic planning, development, implementation**

- Serves in an advisory capacity and participates in developing and supporting the outreach strategy
- Engages key stakeholders on outreach initiatives, activities, opportunities and issues
- Oversees the planning, and execution of programming and events, building on successes
- Evaluates and recommends new initiatives, events, and programs to support Women in Engineering and STEM areas
- Responsible with the Associate Dean for planning the events portfolio to align with the mission, goals and strategic plan of the Faculty of Engineering
- Participates in and supports long term planning, identifies priorities consistent with strategic plans
- Provides overall direction, and leadership in fostering collaboration to advance strategic initiatives
- In collaboration with senior leaders, identifies emerging priorities, develops and reviews annual goals, issues and recommends next steps
- Serves as a spokesperson and articulates and promotes strategic plan, mission and values both internally and externally
- Ensures the programs, events, are consistent with the values, mission and strategic plan
- Undertakes special projects as requested by senior leaders. Guides program management, planning and resource allocation

#### **Provides operational leadership and oversight of services, programs, events, and initiatives**

- Ensures that appropriate policies and procedures exist with respect to health and safety, and legislative requirements. Develops new guidelines, and processes as needed. Oversees training requirements for staff, students and volunteers
- Identifies and evaluates risks to program participants, stakeholders, staff, property, finances and reputation and with the Associate Dean recommends and implements measure to mitigate risk

## Job Description



- Creates new processes where no standard operating procedures exist and enhances current processes to ensure compliance with best practice and legislative requirements
- Provides advice and support to senior leaders related to operations, human resources, risk management, and finances
- Acts as a dedicated project leader for key programs, and events. Supports the development, execution and program evaluation
- Approves program budgets, and project plans, Has the authority to make critical and time-sensitive decisions
- Implements and leads a plan for the Outreach team that encourages, mentors, measures goals and celebrates achievements
- Works with senior leaders to address strategic staffing priorities such as training opportunities, career development, establishing a culture of client service excellence
- Shares information and develops collaborative approaches to meeting organizational goals
- Employs project management approach to ensure initiatives are effectively and efficiently managed
- Provides line management problem solving and guidance and acts as a resource for direct reports
- Establishes good working relationships with parents, participants, stakeholders, senior leadership
- Works collaboratively with outreach team to develop, explore new program partnerships,
- Ensures appropriate communication of information to the Outreach team

### **Provides operational leadership for human resources management**

- Provides leadership and direction to staff and fosters constructive working relationships by collaborating on team agenda, professional development and performance goals
- Convenes and leads regular team meetings
- Maintains staff employment files and provides accurate reports as required
- Regularly reviews the organizational structure to ensure that human resources are efficiently and effectively managed
- Manages the staff cycle of recruitment, evaluation, promotion and retention
- Negotiates and resolves conflicts and sensitivities

### **Oversees budget planning and financial management**

- Develops, initiatives and maintains sound financial practices in conjunction with the senior leadership and finance team
- Oversees, guides and monitors annual budget, recommends changes in consultation with the Associate Dean, Outreach and Financial Officer
- Is responsible for developing multi-year financial projections
- Identifies and pursues grant, sponsorship, and non-traditional sources of funding in consultation with the Associate Dean, Outreach
- Prepares proposals and reports to funding agencies as agreed
- Responsible for overseeing financial reporting requirements
- Ensures that inventory, assets, and resources are fully utilized and efficiently managed
- Identifies and takes a leadership role in fundraising opportunities
- Ensures that audit documents, reports and financial plans are completed and submitted

### **Leads communications, community relations and engagement strategy**

- Develops and maintains a sustainable community relations capacity by building key relationships, and partnerships that builds on, and influences a resource of engaged faculty, staff and students

## Job Description



- Leads the communications strategy and provides guidance and oversight, tracks and reports on community inquiries
- Independently prepares relevant reports, briefings, and related materials
- Contributes to publication materials, relevant messaging through print, web and social media to promote STEM activities
- Liaises both internally and externally with professional and community organizations to support STEM programming
- Builds and maintains strong relationships with senior leaders, community partners, stakeholders, funding agencies

*\*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 in STEM, business administration, project management, or related discipline. Master's degree preferred.

#### **Experience**

- 8 to 10 years of progressive and related business experience encompassing strategic planning, people management with proven track record of achievement and success
- Significant experience with human resource best practice, conflict management, negotiation and issue resolution and sound understanding of legislation related to hiring and managing employees
- Experience with financial management, program evaluation, program management, and reporting

#### **Knowledge/Skills/Abilities**

- Strong leadership and management skills with record of demonstrating competence in making and executing decisions
- Demonstrated experience and content knowledge of STEM programming that will aid and enhance the development of programs, events, materials, metrics, reports and presentations
- Proven ability to manage and engage people, direct and guide staff on large volumes of work, conflicting priorities, and competing deadlines
- Collaborative team player comfortable leading as well as executing and receiving constructive input from multiple sources
- Excellent problem solving, organization, creative thinking, interpersonal, technical and writing skills
- Ability to communicate effectively, precisely, and professionally with internal and external sources
- Proactive in anticipating needs and the ability to manage tight deadlines
- Exceptional client service skills to support an academic setting and multi-stakeholder environment
- Possesses strong critical thinking skills and a motivated problem-solver with high degree of professionalism in both demeanor and communications
- Ability to think strategically and with a high capacity for success
- Proven ability to lead, guide and mentor a team by establishing trust and confidence
- High standard of commitment, ethics, respect, care in program delivery to stakeholders

- The ability to handle sensitive and confidential information, to work independently and as part of a team, and the capacity to work effectively and efficiently in a complex, fast-paced and changing environment with numerous deadlines and priorities
- Thorough knowledge of the university, its policies and procedures

### **Nature and Scope**

- **Contacts:** Internal: Regularly interacts and communicates with staff and students to guide, engage, influence and motivate. Works collaboratively with senior leadership to guide, promote, and implement strategic plans, operational goals, community engagement and sound financial management. Provides continuity during change in leadership. Manages conflict, and develops excellent working relationships. External: Fosters and maintains excellent working relationships with parents, participants, stakeholders, community and funding partners.
- **Level of Responsibility:** Oversees and manages unit-wide functions and processes that are highly specialized with direct reports. Implements and leads a plan for the Outreach team that encourages, mentors, measures goals and celebrates achievements
- **Decision-Making Authority:** In collaborations with senior leadership, has authority to make critical and time-sensitive decisions as they relate to financial management, human resources and program delivery. Is responsible and accountable for establishing priorities.
- **Physical and Sensory Demands:** Minimal demands typical of a management role operating within an office environment.
- **Working Environment:** May include exposure to disagreeable conditions, and conflict typical of a managerial position exposed to stress, tight deadlines, and pressure. Frequently required to attend on and off-site programming, conferences, meetings in external locations and evening and weekend events. Is required to be available on-site or on-call during some events.