

Job Description

Job Title:	Faculty Administrative Officer
Department:	Dean of Engineering Office
Reports To:	Executive Officer
Jobs Reporting:	Faculty Assistant, Department Secretary, Faculty Secretary, Executive Assistant to the Dean (indirect) contract employees
Salary Grade:	USG 13
Effective Date:	November 2018

Primary Purpose

The Faculty Administrative Officer (FAO) is the key operational advisor to the Faculty senior leadership, including Dean, Vice-Dean, eight (8) Associate Deans, six (6) Chairs and two (2) Directors, providing advice and counsel on faculty and staff related human resources matters within the Faculty of Engineering (a large, complex operation with 315+ faculty FTEs, 240+ staff FTEs, 8 academic units and 9 administrative units). The primary purpose of the FAO is to facilitate human resources best practice that allows for effective delivery of programs and services in support of strategic priorities, aspirations, and values of the Faculty of Engineering. The position has responsibility for guiding effective team collaboration, overseeing human resources management functions including recruitment, retention, performance development, and providing expert advice that aligns with institutional policy. The incumbent plays an essential role in fostering a positive, cohesive and constructive working environment across the entire Faculty. The FAO provides operational leadership to the Dean of Engineering Office (including all administrative units) for planning, deployment, professional development, evaluation and management, and advises academic units (eight Departments/Schools) on all HR related matters.

As a key member of the EO team, the FAO exercises judgment and discretion in her capacity as head of HR, as well as authority on HR related policies within the Faculty of Engineering. Working closely with the EO, the incumbent helps ensure that the complex organizational structures align well with the Faculty's vision and priorities, which may evolve from time to time. In addition, the FAO is the primary liaison between the Faculty and central HR office, and connects all Administrative Officers across the entire Faculty.

Key Accountabilities

Employee Relations and Human Resources Administration

- Is responsible for providing primary advice and counsel for faculty and staff as it relates to recruitment, performance management, retention and human resources best practice
- Provides critical and timely response and serves as a link between senior leadership, Administrative Officers, managers in administrative support units, and employees for human resources related questions, concerns and the interpretation of policies
- Provides advice on employee relations issues, including allegations of harassment, workplace complaints, employee concerns, and dispute resolution
- Assesses issues for current and potential risks and escalates to the Dean, Vice Dean or Executive Officer as required
- Advises and supports Chairs, Directors, Associate Deans, and Administrative Officers on human resources best practice for faculty and staff recruitment and on-boarding processes

- Provides operational leadership to the Administrative Officers and administrative support managers to promote, influence and guide human resources best practice
- Provides operational leadership to support performance evaluation and retention of faculty and staff
- Administers the compensation program processes for faculty and staff
- Provides information, recommendations and supports regular review of organizational structures and job function in academic and academic support units to ensure that human resources are effectively deployed and managed
- Advises senior leaders on organizational policy change to align with university requirements
- Mentors and supports leaders in the implementation of employee related process change
- Interprets and explains human resources policies, processes and relevant legislation
- Provides consultation on staff and faculty grievance issues
- Mentors staff on professional development, goal-setting and career planning opportunities
- Prepares and maintains employment records related to key milestones including recruitment, terminations, leaves, transfers and job evaluation
- Maintains and updates human resources related documents, such as organizational charts, employee handbooks, etc.
- Supports the administration of Faculty recognition initiatives including Outstanding Performance Awards, Distinguished Teaching Awards, Outstanding Staff Performance Awards

Administrative Leadership, Deployment and Development of People

- Manages and coaches the administrative team including the Department Secretary, Faculty Secretary, and Faculty Assistant
- Provides oversight to and jointly manages the Executive Assistant to the Dean
- Deploys staff to effectively and efficiently meet Faculty goals and objectives
- Coaches, trains and develops employees within the core team to ensure growth, professional development, and succession planning
- Conducts annual performance reviews with direct reports including identifying training opportunities, defining mutual goals and objectives and performance improvement plans
- Promotes team spirit, engages, and motivates employees to establish and foster cohesiveness, collaboration, and commitment to exceptional client service and quality improvement
- Implements and supports plans, communications to reinforce the values, aspirations, culture of the Faculty
- Supports opportunities for continuous improvement and develops efficiencies to balance workload within the core team
- Analyzes internal processes, recommends and implements procedural or policy changes to improve operations within the core team and Faculty that align with university policy
- Supports the Engineering academic and administrative units with the preparation of job descriptions, recruitment best practice and serves on hiring committees as needed
- Supports and guides processes for organizational change within Engineering, works with units heads, Human Resources to achieve strategic goals
- Works closely with academic and administrative support units providing leadership, support and advice to improve onboarding and employee experience
- Provides advice, counsel and oversight to senior leaders, Administrative Officers, and unit managers on the job evaluation process for the Faculty
- Builds and maintains excellent relationships with several university wide resources including UWSA, FAUW to advocate for and promote staff and faculty goals
- Makes recommendations on staff salary offers, salary increases to maintain equity within the Faculty

- Prepares and reviews operational reports and schedules to ensure accuracy and efficiency to achieve performance goals
- Works closely with the disability management team on faculty and staff leaves, requests for accommodation and successful return to work plans
- Chairs bi-monthly meetings with Administrative Officers to communicate and promote human resources best practice. Encourages a collaborative and open forum for discussion and information sharing
- Represents the interests of the Faculty of Engineering at campus wide consultation sessions related to human resources process change, and implementation of new initiatives

Policy and Legislative Compliance

- Stays abreast of current trends and changes in university and regulatory policies related to human resource legislation and best practice
- Ensures the Faculty is in compliance with relevant legislation and human resources best practice
- Ensures the delivery of timely communication of legislative and policy changes, and new initiatives
- Verifies that all university and regulatory policies and procedures have been documented, implemented and communicated to key stakeholders in Engineering
- Maintains a record of documented compliance activities including complaints, investigations and outcomes
- Promotes and supports opportunities for employee training to ensure we are compliant with university and legislative changes

Relationship Building and Strategic Liaison

- Provides the Dean, Vice Dean and Executive Officer with critical updates on potentially escalating faculty and staff issues and makes recommendations for resolution
- Works closely with senior leaders, Administrative Officers, administrative support unit managers and Human Resources to identify, develop and implement effective dispute resolution strategies
- Identifies patterns and trends of issues, concerns and complaints, and brings to the attention of senior leadership for resolution, policy, and practice changes to promote employee engagement and experience
- Is a member of several senior leadership committees and working groups within the Faculty and campus wide; serves as a resource for human resources related issues, policy interpretation and strategic planning
- Supports membership of the Dean's Staff Advisory Committee to address staff concerns, and strategic priorities for staff including but not limited to training opportunities, professional development, career planning, and promoting a culture of service excellence

Administrative Oversight of Key Processes

- Provides oversight of faculty and non-faculty appointment process through interpretation of relevant policy and best practice, provides guidance on appointment category, and with termination, requirements for notice and severance
- Provides leadership and critical advice as the Faculty transitions to a more technology-enabled working environment
- Reviews hiring recommendations for faculty appointments for submission to the University Appointments Review Committee (UARC). Interprets policies, best practice from UARC and advises academic units as required
- Reviews mission critical and authorization to advertise forms to ensure compliance with relevant policy and advertising requirements
- Serves as Executive Council designate for job approvals, and job offers for the Faculty of Engineering

Job Description

- Interprets relevant university policies and the Memorandum of Agreement on issues related to faculty salary increases, grievance, conflict of interest, workplace harassment allegations, and ethical behavior
- Prepares administrative appointments, terms and communications for senior leadership appointments in the Faculty
- Supports the Executive Officer with the administration of planning documents, special projects, and new initiatives as it relates to staff engagement, recruitment and human resources administration
- Supports convocation activities within the Faculty and administers relevant processes as required
- Administers incentive programs within the Faculty to promote and encourage hiring of first-work term students
- Oversees and coordinates the allocation of work placements within the Faculty

**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

- University degree in a related field or equivalent experience combined with additional education and training. Human resources certification an asset

Experience

- 8 to 10 years of progressive human resources experience in employee relations, recruitment processes, compensation, performance, retention and dispute resolution
- Management experience with a proven record of achievement in the effective leadership of people
- Demonstrated experience and knowledge of relevant legislation, university policy including but not limited to compensation, organizational planning, recruitment, employee relations, human rights compliance, health and safety, employee engagement and professional development

Knowledge/Skills/Abilities

- Ability to maintain collaborative partnerships with key stakeholders, share pertinent information on a timely basis
- Demonstrated ability to serve as a trusted and knowledgeable resource to senior leaders and managers within an academic environment
- Outstanding interpersonal skills, relationship building and employee coaching skills
- Superior written and verbal communication skills and a proven ability to handle sensitive and confidential information with discretion
- Demonstrated ability to influence, counsel, deliver advice, interpret and guide process to recruit and retain a diverse employee group
- Intermediate to advanced computing skills including MS Word, Excel, PowerPoint, and experience with Sharepoint
- Ability to guide and provide training to others on new processes and programs
- Enthusiastic individual who possesses the ability to engage and motivate others, develop cohesive and collaborative teams to ensure service excellence

Nature and Scope

Job Description



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- **Contacts:** Internally, communicates with senior leadership, Administrative Officers, managers, and employees within the Faculty and across the University to support, engage, manage and influence discussions on key human resources processes including recruitment, performance, retention, sensitive issues, and organizational change. Externally, establishes and fosters excellent working relationships with stakeholders, academic support units, to achieve strategic priorities, and vision of the Faculty of Engineering.
 - **Level of Responsibility:** The position is responsible and accountable of all functions as outlined above and reports on all aspects of human resources best practice related to recruitment, performance and retention to the Dean, Vice Dean, and Executive Officer as appropriate.
 - **Decision-Making Authority:** Is responsible for executing and implementing human resources best practice, priorities, employee relations strategies in consultation with the Dean, Vice Dean and Executive Officer.
 - **Physical and Sensory Demands:** unpredictable workload that cannot be planned in advance; competing priorities; routine exposure to stress and emotionally charged situations due to the nature of the job
 - **Working Environment:** Exposure to confidential and sensitive issues