

Job Description

Job Title:	Senior Manager
Department:	Survey Research Centre, Statistics and Actuarial Science
Reports To:	Administrative Officer (Position ID 1717)
Jobs Reporting:	5402: Project Manager, 5403: Project Manager, 6624 Programmer/Data Manager
Salary Grade:	USG 9
Effective Date:	January 15, 2018

Primary Purpose

The Senior Manager of the Survey Research Centre (SRC) is accountable to the Co-Directors of the SRC for the administration and finances of the Survey Research Centre. The Senior Manager provides strategic advice and support to the Co-Directors in regards to short and long-term goals of the SRC. The incumbent is also responsible for the overall Centre management, for the coordination of all survey project implementations, as well as providing project management leadership on specific projects.

Key Accountabilities

Administration

- Oversees all administrative aspects of the SRC, including setting policies and procedures, and ensuring compliance with University policies as appropriate.
- Responsible for communications across the SRC.
- Oversees marketing and promotion of SRC services.
- In consultation with the Co-Directors and other staff, develops strategic plan.
- Responsible for resource management, including space expansions and equipment purchases.
- Attends meetings of the SRC Board, provides minutes, reports and coordination

Financial oversight including, but not limited to, the following

- Responsible for monitoring SRC operating budget and project budgets as needed.
- Signing authority, with the exception of salaries and capital expenditures.
- Writing grant applications and estimates for projects, creates project budgets.
- Maintains up to date financial records and reconciles salary and non-salary budgets.
- Negotiates contracts for projects, and coordinates with the Office of Research staff as needed.
- Invoices clients and conducts other financial transactions as required.
- Oversees purchasing for all SRC administrative and project needs

Human Resource management including, but not limited to, the following

- Hires and supervises permanent staff and contract staff as needed.
- Provides staff with training and education opportunities in survey research.
- Works with the Propel Centre for Population Health Impact on assigning programmers to projects.
- Writes job descriptions, carries out job reviews.

Project Coordination

- Manages all project activity within the Centre, assigns projects to staff, implements multiple projects.
- Runs experimental designs for research when appropriate to client project.
- As manager for particular projects, responsible for overall project planning and implementation, including consultation with clients and SRC Co-Directors, supervision of assigned staff, ethics, and overseeing fieldwork. [Strange wording]

Job Description

- Develops sampling frames , survey protocols, disposition codes, and dataset format in consultation with client.
- Writes field and technical reports for client. Oversees and/or conducts data analysis as needed

Consultation

- Provides expert advice to faculty, staff, students and other clients of the SRC on survey design, methodology and data analysis.

**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

- Master's degree in health science, social science or statistics.
- Equivalent combination of education and experience will be considered

Experience

- Five years expertise in survey research
- Five years experience working at a call centre
- Proven experience in managing multiple research projects
- Proven experience in team management

Knowledge/Skills/Abilities

- Intermediate experience with Microsoft Excel including features such as databases and pivot tables
- Knowledge of survey software such as Voxco or Qualtrics
- Knowledge of statistical analysis software such as SPSS or SAS

Nature and Scope

- **Contacts: Internal Contacts:** Work with the following groups to collaborate, negotiate, and “sell” ideas; to obtain action, reach agreement and negotiate Directors and Associate Director, Project Managers, Data programmers from the Population Health Research Group Administrative Officer of the Department of Statistics and Actuarial Science. Office of Finance; Office of Research Office of Research Ethics, MFCF support staff, IST support staff, and Human Resources. **External contacts:** The incumbent will deal with, influence, motivate customers both inside and outside of the University community; maintain professional and positive relationships. Maintain membership in professional organizations such as the American Association for Public Opinion Research
- **Level of Responsibility:** The job has specialized work with minimal supervision and has direct reports reporting to it.
- **Decision-Making Authority:** Makes decisions on timelines, budget allocation, staffing resources to meet stated objectives; Responsible for implementing the overall program plan within the confines of the unit's strategic plan and budgetary constraints; independently provide consultation services to external clients Negotiates contracts with clients.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.
- **Working Environment:** • Occasional local travel may be required, regular working hours, some evening/weekend work required. Minimal exposure to disagreeable conditions typical of a supervisory position Some stress caused by deadline pressures as projects go into fieldwork phase