

Job Description

Job Title:	Administrative Manager Undergraduate Office
Department:	Arts Undergraduate Office
Reports To:	Associate Dean of Arts - Undergraduate Programs
Jobs Reporting:	Curriculum Assistant Student Services Assistant Student Services Assistant First-Year Program Coordinator
Salary Grade:	USG 8
Effective Date:	April 2019

Primary Purpose

The Administrative Manager is responsible for the effective management of all non-academic aspects of the Arts Undergraduate Office within the framework of the Faculty of Arts and University of Waterloo. They are responsible for strategic planning and development, financial oversight of, human resources management, and management of facilities, including equipment and technology. This position also oversees academic regulations, policies and processes in Arts, being a resource for undergraduate officers and members of the Faculty on matters related to undergraduate curriculum policy and practice. The Administrative Manager is the senior administrative staff position, reporting to the Associate Dean of Arts – Undergraduate Programs, and provides direction and continuity for all staff on an ongoing basis.

Key Accountabilities

Strategic Planning and Support to the Associate Deans, Undergraduate Programs/Students:

- Provides leadership, project management, and oversight of long-term projects assigned by the Associate Deans.
- Assists the Associate Deans with all administrative and planning tasks related to their roles, also providing counsel and support for clarification of policy and administrative procedures.
- Provides the Associate Deans with confidential information and data and advice to support decision-making processes on the allocation of operational space, financial needs and human resources to meet the strategic objectives within the Arts Undergraduate Office.
- Co-ordinate the resources required to support the strategic and operational plans of the Arts Undergraduate Office.
- Supports the Associate Deans on internal committees and acts as a resource to such committees; organizes and attends meetings, creates agendas and minutes.
- Screens and administers undergraduate grievances cases in accordance with the Students Petitions and Grievances Policy (#70).; provides advice and guidance within the framework of the Policy
- Active development of Faculty of Arts awards including administration of the President's Scholarship of Distinction for the Faculty of Arts and the Faculty of Arts Undergraduate Student Experiential Learning Fund.

Administrative and Human Resources Leadership

- The incumbent oversees all administrative functions within the office, and supports senior leadership team with respect to human resources best practices.
- Interprets policies, procedures, and health and safety standards, ensuring compliance; oversees the payroll processes for temporary, casual, and co-op employees; and ensures adherence to UWaterloo employment standards and policies.

- Oversees the day-to-day work of the administrative staff, including fostering constructive working relationships, monitoring workload and providing direction, guidance and problem solving support for administrative staff.
- Maintains an open, supportive and collegial environment.
- Manages recruitment, supervision, coaching, performance and retention of administrative staff to
- Meet departmental goals and objectives. Serves on the hiring committee for AUO positions as appropriate.
- Oversees the hiring process and on-going HR administration support for Work Placement and Work Study Program students.
- Proposes, implements, and assesses systems for efficient and timely delivery of AUO functions and services, including equipment, training, and hiring.
- Serves as the AUO's principal liaison to the Dean's Office and HR on HR-related matters.
- Administrator to the AUO SharePoint site, and manages all web-related editing functions.

Academic Calendar/Curricular Changes

- Oversees and backs up the work of the Curriculum Assistant on curricular innovation and approval and Calendar updates.
- Provides leadership on and contributes to improvement in systems and processes through which curricular changes and Calendar updates occur.
- Oversees the preparation and distribution of the agenda and submission packages for the Undergraduate Affairs Group, Arts Faculty Council, and Senate Undergraduate Council for curriculum, calendar and regulations approvals.
- Assists with the clarification of items in question prior to Senate U/G Council and arranges for necessary editing of files or courses.
- In collaboration with the Curriculum Assistant ensures that Faculty of Arts undergraduate items are processed through all appropriate and necessary levels of approval in a timely and accurate manner.
- Approves all edits and revisions to the academic calendar on behalf of the Faculty of Arts.
- Oversees the creation and updates of academic advisement templates for Arts academic programs and plans owned by the Dean of Arts (UARs, Liberal Studies, Arts & Business).

Academic Regulations

- Proposes, receives, manages, and implements all changes to regulations and policies in the Faculty of Arts related to the undergraduate curriculum and serves as a resource person for the Faculty of Arts Undergraduate Affairs Group and the Faculty Regulations Committee.
- Oversees the submission of items approved by the Undergraduate Affairs Group to Arts Faculty Council and Senate Undergrad Council for approval; ensures items approved by the Arts Regulations Committee are submitted to the Undergraduate Affairs Group for approval.
- Serves as Secretary to the Arts Regulations Committee: prepares agendas, records minutes, and ensures action items are duly resolved.
- Uses knowledge of Faculty and University academic policies to facilitate decision-making.
- Maintains databases of items approved/denied by the various committees referencing and archiving purposes
- Schedules meetings to coincide with Arts Faculty Council and Senate Undergraduate Council.

Training, Planning and Support

- Tracks and records that all staff, Work Placement and Work Study students in the AUO complete the mandatory Health & Safety training;
- Initiates and manages office staff training to promote professional growth and development;
- Co-ordinates termly training for Arts academic advisors, new and experienced, to inform advisors of important academic matters as they are implemented or changed and to provide best practices.

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- In collaboration with the Curriculum Assistant trains, advises, and supports Arts Faculty Undergraduate Officers and calendar representatives [approximately 60] on the intricacies of all aspects of curricular submissions and plan maintenance, specifically regarding course/plan submission procedures, and academic templates.

Financial Management and Oversight

- The incumbent manages internal financial controls within the Arts Undergraduate Office, ensuring effective use of human and physical resources through planning, directing, and coordinating budgetary allocations and disbursements.
- Manages the budget for the AUO, including Arts First, Recruitment, Engagement, and Orientation.
- Uses the financial system for budget planning, analysis, and tracking of expenditures.
- Develops and maintains procedures for monitoring expenditures and reconciliations.
- Reviews month-end financial statements and reports irregularities/errors to Dean's Office, Finance, Human Resources, or the unit initiating the charge.

**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; equivalent combination of education and experience will be considered. Familiarity with arts disciplines an asset.

Experience

- Extensive administrative experience, with knowledge of University policies and procedures
- 5+ years management experience, preferably in an academic setting
- Strong managerial experience and leadership skills dealing with diverse teams and situations
- Experience developing, monitoring, and managing budgets
- Minute-taking and formal committee administration experience an asset

Knowledge/Skills/Abilities

- Excellent interpersonal and communication skills (oral and written, including email)
- Independent judgement in areas of time management, task prioritization and decision-making
- Excellent problem-solving, analytical, and project management skills
- Proven attention to detail, editing, and proofreading skills
- Proven ability to handle inquiries from various audiences with clarity and tact
- Superior organizational, time-management skills
- Proven ability to handle multiple priorities in a busy and varied environment
- Knowledge of UW academic programs and curriculum processes; Arts program knowledge preferred
- Knowledge of Policy 70 preferred
- Advanced skills in MS Word, Excel, SharePoint
- Intermediate experience with Outlook, PowerPoint
- Extensive experience with the UW financial environment (Unit4, Concur) and web editing (ACMS, WCMS)
- Familiar with student information systems: Quest, Schedule of Classes

Nature and Scope

- **Contacts:** Internally, to obtain action, reach agreement, and negotiate with Arts Undergraduate Office members, Undergraduate Officers in the Faculty of Arts, Registrar's Office, including Records and Systems, Calendar Representatives in the Faculty of Arts, Office of the Dean of Arts, Human Resources Office, Associate Dean of Arts – Coop and Planning, Finance, Secretariat, Arts Computing Office; externally, to obtain, clarify and discuss information with undergraduate students, family members of undergraduate students, external employment candidates .
- **Level of Responsibility:** Manages office functions, including financial and administrative services, for the Arts Undergraduate Office, and has direct reports. Manages special projects as assigned by the Associate Deans, Undergraduate Programs and Undergraduate Students. Involved in faculty-wide functions that are highly specialized – Academic Calendar/Curriculum.
- **Decision-Making Authority:** Works with a high degree of independence and exercises judgment and discretion in the performance of duties subject to a broad set of directions and guidelines from the Associate Dean of Arts – Undergraduate Programs and the Associate Dean of Arts – Undergraduate Students. Makes decisions regarding implementation and dissemination of information about Faculty policies and procedures.
- **Physical and Sensory Demands:** Demands are typical of an administrative position that functions within office and meeting environments. Exposure to a fast-paced service oriented environment with frequent interruptions.
- **Working Environment:** Exposure to conditions typical of office work and meetings. Minimal exposure to disagreeable conditions typical of a supervisory position and one where it is necessary to convey negative or unwelcome information to students. There may occasionally be multiple and/or tight deadlines beyond one's control. Deprivation caused by constant interruptions. Work volume varies at different times of year.