

Job Description

Job Title:	Administrative Manager
Department:	School of Environment, Enterprise and Development
Reports To:	Director
Jobs Reporting:	Graduate Program Coordinator and Advisor(s) Undergraduate Program Coordinator and Advisor(s)
Salary Grade:	USG 8
Effective Date:	June 2023

Primary Purpose

The Administrative Manager (AM) is a strategic leader and advisor, ensuring the school is well positioned to achieve its vision and strategy. The AM provides strategic advice and guidance to the Chair and senior administrators. The AM is responsible for school operations, including administrative, financial, and human resources management for both operating and research activities. The AM oversees management of facilities and space for the school. As the senior administrative staff member, the AM provides continuity during transition in leadership roles. The AM guides and participates in governance, deliberative and compliance processes, interpreting and providing expert counsel on policies and procedures. The AM exercises considerable judgement and discretion in their capacity, with the role having significant influence and responsibility for strategic planning, policy interpretation and execution. The AM is a critical position in the school with administrative staff positions reporting directly to this role. The AM possesses strong problem-solving abilities consistent with senior leadership roles and required to effectively manage research funds. The ability to develop and foster relationships with key stakeholders is essential.

Key Accountabilities

1. Strategic Initiatives and Planning, including but not limited to:

- Provides strategic input on faculty and staff hiring and affordability of strategic plans providing the Director with confidential advice, information, and data to support decision-making.
- Provide Director and Associate Directors with confidential information and data to support decision making processes.
- Manages the allocations of the resources required to support strategic initiatives, and operational plans of the school.
- Ensure administrative continuity of academic administrators through effective record keeping and internal school procedures.
- Responsible for operationalizing the strategic plan as it relates to key accountabilities of the role.
- Supports the Director with the process for the seven-year program reviews and new program proposals.
- Oversees strategic communications, including responsibility for internal communications and web content.

2. Organization and Human Resources Administration, including but not limited to:

- Oversees the recruitment, supervision, evaluation, promotion, professional development, retention, and performance management of staff members.
- Responsible for consistent application of policies and best practice as it relates to human resource issues and structure changes, develops, and implements staff plans in consultation with the Faculty Executive Officer
- Provides leadership, mentoring and coaching to staff and faculty members, both operating and research.
- Ensures effective change management best practice through communication, consultation, expectation management, training, and development.
- Oversees the recruitment, payment, and termination of casual and temporary employees, student hires, non-faculty appointments, including research employees, and ensures processes are in place for the efficient and effective management of employees.
- Works with direct reports to build training plans that align with staff interests, job function and long-term goals.
- Fosters a collaborative and supportive environment for students, staff, and faculty.
- Promotes a culture in the school that fosters continuous improvement and innovation.
- Contributes to Environment Administrative Manager/Officer discussions, develops relationships with senior staff members to develop and implement operational best practice.
- Management of Faculty recruitment in accordance with Policy 76
- Management of the annual Faculty Performance Evaluation in accordance with the FAUW/UW Memorandum of Agreement and Faculty guidelines.
- Administration of the annual Faculty Tenure and Promotion in accordance with Policy 77.
- Executes all Faculty Appointments which includes sabbatical, administrative, faculty, postdoctoral, research associate, visitor, sessional, adjunct and cross-appointments.

3. Financial Development, Management and Oversight, including but not limited to:

- Oversees the development and administration of the annual operating budget for the school to guide strategic financial decisions.
- Executes the administration of the operating budget and expenses, ensuring that funds are available to support operations and strategic priorities for academic and non-academic purposes.
- Develops and implements internal financial controls to ensure all operating, research, and trust accounts are soundly managed.
- Issues invoices to internal and external customers, ensuring external customer agreements are in place and compliant with UW Policies and procedures.
- Exercises judgement and interpretation on University's financial regulations, policies, and procedures and compliance of transactions on research accounts.
- Responsible for research financial management, overseeing post-award administration of sponsored research funds including financial review, oversight of compliance with granting agency guidelines, sponsor regulations, research governance and university policies.
- Ensures audit trails are in place for all approved financial transactions and maintains support documentation of transactions for internal or external audit queries.
- Assures the integrity of the core operational processes and associated data; and has signing authority on all operating and trust accounts within the school
- Provides accurate and up-to-date financial information to the Director on the overall financial status of the school.

4. Administrative Leadership, including but not limited to:

- Serves as the primary source within the school for the interpretation and application of university policies, procedures, and guidelines.

<ul style="list-style-type: none"> • Ensures that policies are properly executed within the school. • Develops non-academic policies, procedures, best practice within the school in consultation with senior leadership and facilitates effective communication with stakeholders. • Responsible for continuous quality improvement in day-to-day operations. • Provides leadership, coaching, mentoring in support of administrative processes, student services and some information technology activities. • Responsible for records and information management in accordance with university policy; makes recommendations on school file structure. • Advocates for health and well-being of faculty, staff, and students; is aware of programs, events, workshops, develops new initiatives in support of community engagement. • Ensures effective and efficient operation of committees and serves as a resource.
<p>5. Operational and Facilities Management, including but not limited to:</p> <ul style="list-style-type: none"> • Prepares confidential information on behalf of the Director. • Ensures the School's information management is compliant with Policy 46 and the Waterloo Records Classification and Retention Schedules (WatClass). • Management of space and space allocations within the school including allocating space to faculty, staff and visitors. • Authorizes the purchase and allocation of equipment, furnishings, and supplies. • Fosters relationships with campus services supporting building maintenance. • Oversees sustainable and green initiatives. • Ensures staff have the equipment, resources, and space necessary for an optimal work environment. • Supervises the organizing of special events within the school (Retreats, Capstones, social events, etc.) • Ensures Health and Safety guidelines are followed.

**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

<p>Education</p> <ul style="list-style-type: none"> • A bachelor's degree in a discipline related to finance/accounting, management, business administration or related field required with several years of increasing responsibilities and administrative experience in an academic department • Equivalent combination of education and experience will be considered
<p>Experience</p> <ul style="list-style-type: none"> • Extensive experience in leadership, financial management and human resources administration in an academic setting • 3-5 years of Supervisory experience with the proven ability to guide, develop, mentor and performance manage staff. • Proven ability to support the unique requirements of a collegial environment, with a strong focus on student experience • An understanding of a research-intensive academic unit
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none"> • Strong financial background including financial planning, analysis, data management, budgeting, and forecasting

- The role requires extensive knowledge of various funding agency guidelines combined with extensive understanding of related policies and procedures
- Outstanding interpersonal, communication (oral and written) and organizational skills; strong leadership and team building abilities
- Knowledge of human resources legislation and best practice
- Demonstrated ability to use logic, critical thinking, and exercise good judgement
- Multi-tasking, concurrent task and problem management skills are essential with the ability to assess, analyze and resolve issues
- Ability to handle confidential information with discretion, exercise, tact, and diplomacy in managing sensitive issues
- Experience using University internal finance, human resources and student information systems are assets.
- Intermediate to Advanced knowledge of various software tools, including but not limited to Microsoft Excel and Word, SharePoint, WCMS, and Outlook

Nature and Scope

- **Contacts:** Within the school, communicates with faculty and staff at all levels to engage, influence and motivate. Communicates with senior administrators in the school to promote, justify and settle highly sensitive matters. Communicates with all employees, graduate, and undergraduate students. Works in collaboration with key roles in the Office of the Dean of Environment to support strategic objectives of the school and faculty. Within the university, communicates with senior administrators and staff to promote, justify, and settle highly sensitive matters. Maintains excellent working relationships with counterparts and academic support units including finance, Office of Research and Human Resources.
- **Level of Responsibility:** The Administrative Manager is expected to show initiative and be able to work independently with minimal supervision as well as in a collaborative team environment. They supervise, guide, mentor, empower, and provide sufficient consultation to ensure that academic and research staff meet the goals and expectations of their position and duties are covered during periods of absence.
- **Decision-Making Authority:** The Administrative Manager makes independent decisions regarding administrative operations in support of the school's teaching and research missions. The incumbent formulates decisions on timelines, budget allocations, and staffing resources to meet established objectives. They are responsible for the hiring and performance evaluation decisions for school academic staff.
- **Physical and Sensory Demands:** This position requires mental concentration and typical demands of a senior position operating within an office environment
- **Working Environment:** Regular working hours. May require some evening or weekend hours as needed. Exposed to frequent procedural change, stress and pressure associated with senior level responsibilities, significant financial oversight, and confidential human resource leadership.