

## Job Description



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<b>Job Title:</b>	Manager, Graduate Studies and Postdoctoral Scholars Programs
<b>Department:</b>	Institute for Quantum Computing
<b>Reports To:</b>	Associate Director, Operations and Administration
<b>Jobs Reporting:</b>	Graduate Coordinator
<b>Salary Grade:</b>	USG 8
<b>Effective Date:</b>	January 2025

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### **Primary Purpose**

The Graduate Studies Manager is responsible for the management and delivery of services designed to enhance, promote and advance IQC's Quantum Information Graduate Studies Program, Master's in Technology program and the Postdoctoral Fellowship Program. The Graduate Studies Manager is accountable to the Associate Chair, Graduate Studies and provides strategic advice and support to the department leadership team. This role enforces graduate program policies, procedures, and oversees the operation of the graduate studies and postdoctoral scholars program office.

### **Key Accountabilities**

#### **Graduate Academic Service**

- Manages, coordinates, and administers the daily operations of graduate academic advising services.
- Oversees cross-institute team to support approximately 200 students throughout the life of their degree program, while being the first point of contact to counsel graduate students facing challenges.
- Manages a portfolio of student-related functions from recruitment to graduation including admissions, orientation, advising, awards, scholarships, academic standing, academic integrity, petitions, dissertation defenses and grade reappraisals.
- Oversees graduate student funding for students enrolled in IQC underrepresented program and for graduate teaching assistantships payments, awards, and scholarships.
- Responsible for ensuring the accuracy, integrity, and security of all graduate student records in the Quantum Information Graduate Program and course-based Master of Technology program.
- Ensures the graduate calendar is up to date and reflects academic standards/requirements and procedures.
- Acts as the primary department resource regarding policies and procedures governing the graduate programs.
- Oversees the IQC Scholarship applications, process the nominations for internal scholarships and awards.
- Serves as liaison with IQC graduate student representatives.
- Provides leadership on screening of all incoming graduates for research security based on federal and provincial guidelines and notifies IQC Director's Office were flags exist for further investigation.

### **Strategic Enrollment Management**

- Provides leadership and oversight for the graduate admissions and offer process.
- Evaluates and assesses enrollment targets, tracks acceptances, and enrollment of graduate students.
- Responsible for regular meetings with graduate students and postdoctoral fellows, to discuss issues and updates to the programs, and to obtain feedback on overall graduate student and postdoctoral experiences; uses feedback to implement changes to the program where appropriate
- Ensures that student financial support is effectively used to recruit the best students.
- Responsible for continuous updates and development of Graduate Studies Database, in consultation with the Associate Director, Technology Services, Graduate Director and administrative office.
- Ensure new opportunities for graduate students and postdoctoral fellows are identified, such as exchange programs, industry or collaborative opportunities and potential job opportunities

### **Postdoctoral Fellowship Program**

- Oversees and coordinates IQC professional staff that support approximately 60 postdoctoral scholars throughout the life of early researcher career
- Responsible for the efficient operation of the postdoc application system and applicant pool and work with IQC Postdoc Hiring Committee with decisions and job offers
- Ensure salaries for postdocs meet grant and university requirements.
- Create a workflow plan for hiring paperwork and liaise with administrative assistants of seven academic home departments to ensure appointment forms and offer letters are timely and records are accurate.
- Work with Legal and Immigration Services at the university to ensure proper immigration paperwork has been processed and completed for international candidates
- Provide leadership for initiatives and support for the Postdoctoral Fellowship Program at IQC
- Responsible for building awareness and promoting IQC postdoctoral opportunities in Canada and Internationally, following University of Waterloo advertisement guidelines
- Welcome new candidates prior to arrival and offer information regarding the university and Waterloo Region
- Onboarding and Orientation: Prior to arrival notify appropriate IQC staff including reception, IT and space planning team to ensure professional welcome
- Responsible for continuous updates and development of Postdoctoral Scholars Database, in consultation with the Associate Director, Technology Services, Graduate Director and administrative office. Maintain all details for contract renewals for all IQC affiliates and associates
- Provides leadership on screening of all incoming graduates for research security based on federal and provincial guidelines and notifies IQC Director's Office where flags exist for further investigation.

### **Leadership and Human Resources Management**

- Assist the IQC Director, Graduate Studies with planning, vision, and issue resolution.
- Have an in-depth understanding of all IQC graduate programs and the IQC postdoctoral program and related University policies and guidelines. Provide strategic advice to the Director, Graduate Studies, and Executive Director's Office, including but not limited to course changes, calendar updates, and program reviews (Graduate Studies) and financial planning and policy changes (Postdoctoral program).
- Responsible for building and maintaining strong collaborative relationships with Graduate Office in partner facilities—Math, Science and Engineering as well as with central services, including the Graduate Studies and Postdoctoral Affairs.
- Ensure the team supporting graduate studies and postdoctoral program have a mindset of continuous improvement and manages change proactively.
- Responsible for appropriate and effective staffing for ongoing delivery of services.
- Ensures staff receive appropriate training, direction, and staff development.
- Provides support in dealing with staff concerns/issues.

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- Establishes priorities and work schedules for staff members, conducts workload assessments, defines staffing responsibilities, and establishes performance standards.
- Manages staff performance to ensure a high level of client service on a consistent basis.

### **Planning and Communications**

- Devises strategies to increase graduate student engagement and sense of community.
- Analyzes and interprets student and program data to provide statistics and reports.
- Provides support to the Associate Chair, Graduate Studies including data collection, data analysis, and report writing in support of SAS strategic priorities.
- Liaises on operational budget, strategic direction, and financial reconciliation with the Administrative Officer and Financial Officer for Postdoctoral Scholars Program.
- Works with the IQC Events Coordinator to ensure successful completion of all graduate events.
- Conduct regular and ongoing round table meetings with graduate students.
- Responsible for designing promotional materials, liaising with Communications, organizing visits, and fall welcome events.
- Serves as a consultant to the IQC Graduate Studies Admissions Committee and IQC Graduate Studies Scholarship Committee.
- Administers and reviews Graduate Student Exit Survey and key performance indicators to develop retention strategies.
- Creates and maintains graduate studies literature e.g., Graduate handbook, schedule of term-by-term tasks events and initiatives, TA Guide, Supervisor Guide, onboarding material for upcoming Graduate Studies Associate Chair, Directors etc.
- Manages graduate program web content
- Core member of the IQC Equity, Diversity and collaborate with Inclusion Committee and the Human Rights, Equity and Inclusion Office on opportunities to promote EDI initiatives at IQC by seeking and promoting speakers, hosting events and/or conferences and providing resources

### **Data Analysis and Reporting**

- Keep detailed records and statistics for quarterly and annual reporting purposes for government and industry partners, including incoming, current and former postdocs and students
- Provide overview and summary of statistics of two programs and record of alumni career paths for institute reporting
- Provide overview and summary data on IQC financial support of these two programs
- Maintain thorough records on institute systems and database regarding members, including postdoctoral fellows, associates/affiliates and graduate students

*\*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><b>Education</b></p> <ul style="list-style-type: none"> <li>• University degree preferred but combination of education and experience will be considered.</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• 3+ years' experience in the administration of academic programs or student services.</li> <li>• 3+ years' supervisory experience</li> <li>• Intermediate proficiency with various computer programs, including MS Office, databases, online student information systems.</li> <li>• Intermediate to advanced Excel skills to summarize, analyze, create graphs, and report data and trends.</li> </ul>
<p><b>Knowledge/Skills/Abilities</b></p> <ul style="list-style-type: none"> <li>• Strong leadership and staff management skills.</li> <li>• Strong belief in continuous process improvement, and staff development.</li> <li>• Excellent technological skills including the database management, WCMS, basic statistical analysis, data interpretation, and report writing.</li> <li>• Strong communications skills, including discretion, judgement, and diplomacy.</li> <li>• Ability to successfully collaborate with a variety of diverse professionals and students.</li> <li>• Excellent planning, logistical and organizational skills.</li> <li>• Demonstrated ability to interpret policies and regulations.</li> <li>• Strong written communications skills including management of websites and social media.</li> </ul>

## Nature and Scope

- **Contacts:** Internally: Faculty members, staff, Graduate Studies and Postdoctoral Affairs Office, Mathematics Graduate Office, graduate students. To obtain/provide information, to discuss/interpret policies, procedures, programs. The incumbent works in a collegial and consultative manner with all units and guides process change
- **Level of Responsibility:** Manages a team of academic advisors, coordinating workflow and service delivery. Provides guidance or solutions to problems. Works independently within general guidelines of the job description requiring judgement and skill in planning, administration, and versatility and initiative in proposing and reacting to policy and procedural changes. The position requires a high degree of knowledge of the requirements for twelve programs of studies and sixteen areas of research options to resolve difficult situations.
- **Decision-Making Authority:** The incumbent must be able to make decisions independently, determine priorities, and will constantly be required to make discretionary judgments to cope with the volume of work and concurrent demands. Evaluates effectiveness and recommends changes to technical approaches and implements department procedures.
- **Physical and Sensory Demands:** Long periods of sustained attention and concentration to verify accuracy and completeness of various academic data and compiling information from various sources. Exposure to a fast-paced service-oriented environment with constant interruptions, deadlines, changing priorities, large volumes, and large number of interactions and student queues. Must possess mental fortitude and patience in cross-cultural and inter-personal relations with a large international clientele.

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- **Working Environment:** Some overtime may be required during peak periods. Busy and noisy office environment. This role involves psychological risk resulting from unavoidable exposure to disagreeable situations and deals with people who are upset, frustrated or angry, in crisis, or with people who have mental health concerns. Works with confidential academic information, which may involve personal or health issues requiring sensitivity and tact. Responds to high volume of competing demands and people with varying needs. Provides information or explanations that may not be well received by the recipient. There may be ambiguity of situations and shortcomings in data, and some internal clients may be demanding, may request breaking policy, and some situations may require escalation. This role responds to situations where there is a lot of pressure to find a solution quickly.