

Job Description

Job Title:	Program Manager, CIW
Department:	Dean of AHS Office
Reports To:	CIW Director
Jobs Reporting:	None
Salary Grade:	USG 10
Effective Date:	June 1, 2016

Primary Purpose

The Program Manager, Canadian Index of Wellbeing (CIW) is responsible for the day-to-day operations of the CIW, including financial management, Human Resources (HR) administration, project management, and other administrative functions (organizational procedures, space management, etc.) as required in supporting the mission of the Canadian Index of Wellbeing (CIW). As part of the leadership team, the incumbent will be responsible for providing advice and support to the Director with regard to CIW strategic planning and direction, and will help develop revenue-generating programmes to ensure sustainability and knowledge translation.

The incumbent will demonstrate vision, leadership, and good judgement for a project that continues to evolve. The position requires a highly motivated and independent or self-directed individual to work in a creative/entrepreneurial team environment. The successful applicant will work collaboratively with a cross-functional team of internal stakeholders (CIW staff, uWaterloo staff, and professors) as well as a pan-Canadian network of researchers, non-governmental organizations (NGOs) and community organizations, government, high profile civic society leaders, the public, and international partners, to achieve the goals and objectives of the CIW.

Key Accountabilities

Strategic and Operational Planning

- Champion the CIWs vision and mission and play a leadership role in bringing these to life through evolving a complementary working culture with supporting strategies and tools
- Contribute to annual and long term planning by providing input into the development and preparation of operational and strategic plans to ensure attainment of the CIWs stated vision, mission and goals
- Monitor organizational design (structurally, operationally and procedurally) to ensure the CIW is efficient, aligned with its stated vision and mission, and is achieving goals; and that it also aligns with AHS and UW Strategic Plans and the directions of other key stakeholders and funders
- Facilitate Advisory Board meetings and act as a resource to the Director in crafting agendas, preparing key documents and information for the Board's review and approval, and putting in place a mechanism for confirming action items and accountabilities
- Advise and consult collaboratively with select CIW internal and external stakeholders about relevant problems and concerns, and issues and strategies for ongoing improvement within the CIW
- Promote and model quality in all CIW work
- Catalyzing new initiatives: Scan the internal and external environments for new and innovative opportunities, investigate and evaluate relevance and alignment with strategy, and recommend new approaches that fit with the CIWs vision and mission

Financial Planning, Management and Control

- Manage the day-to-day finances of the CIW to ensure there is continuity in the cash flow given the predominantly project-based funding that supports the CIW
- Provide leadership to ensure efficient, effective and accountable financial administration of research resources and activities in order to enhance the CIW's mission
- Oversee budget preparation and monitoring to ensure resources are allocated and tracked appropriately according to University and funders' policies
- Provide budget analysis and reporting including current and long term planning for research grants and other potential sources of funding for the CIW
- Review budgets for all research proposals
- Work with the Office of Research to develop contracts with funders, as required
- Work with the Director to ensure budgets are spent appropriately

Project Planning and Management

- Manage multiple projects including scheduling and sequencing of complex timelines; liaising with partners, our network of researchers, CIW staff, Office of Research; hiring subcontractors; problem solving; reprioritizing workload as required
- Responsible for follow up with partner regarding satisfaction with CIW work completed
- Responsible for holding debrief with CIW team to evaluate what went well, not well, and strategies for improvement over time

Staff Leadership and Management

- Participate in the hiring, training and allocation of Human Resources (HR)
- Handle HR questions or issues that arise, establish reporting lines for the duration of projects, monitor the performance of staff and students as it relates to project goals, provide feedback and mentoring, and plan for succession of existing team members
- Review and provide input to appraisals for staff and students, as requested by Director
- Support professional development related to the CIW's operations to give staff and students the tools and resources they need to deliver on goals and expectations
- Facilitate team-building, finding appropriate ways to celebrate both project and personal milestones; scheduling offsite annual planning meetings; empowering staff and students to voice their opinions and offer constructive suggestions for improving CIW processes
- Work with the AHS Executive Officer and HR on an ongoing basis to determine how the unique staffing needs of the CIW can be accommodated within the University's guidelines

Partnership and Stakeholder Relationships

- Liaise with various internal and external contacts for the purposes of establishing relationships, providing input, and seeking opportunities for strategic alignment
- Maintain proactive and effective relationships with stakeholders and partners and oversee reporting requirements

Internal Stakeholders: AHS Dean, AHS Executive officer, UW faculty, University Relations (Community Relations Director, Government Relations Director, Media Relations staff), Directors of Advancement (AHS & Central), Office of Research staff, UW service offices (Finance, Human Resources, Creative Services, WCMS, etc.)

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External Stakeholders: funding partners including government agencies, social policy think tanks, Health sector agencies (Executives and staff at AOHC, LHINs, Public Health Units), Community Foundation Directors and Board Chairs; the CIW Network, comprising national and international researchers (Research Associates, Cdn Research Advisory Group), Advisory Board, International Advisory Network, a list serve of ~2,000 people interested in research updates, the general public asking for information and/or collaboration

Communications/Knowledge Translation

- Monitors the growth of the CIWs brand/reputation credibility
- Provide direction on the development of marketing materials to ensure the CIWs work is understood by internal and external audiences
- Ensure high quality research deliverables through the preparation and dissemination of concise, accurate reports, fact sheets, and other materials associated with the CIW
- Coordinate national, high-profile releases of CIW reports in partnership with UW Media Relations staff
- Oversee the continuing development of the CIW website (www.ciw.ca) with assistance from appropriate IT resources; and plan and continuously improve the breadth of information available to the broad range of users of the website (e.g., researchers, policy, government, students, public)
- Manage the CIW email list serve and social media feeds and provide timely dissemination of research milestones and results.

Required Qualifications

Education

- Honours degree in relevant field (one or more CIW domains) including sound knowledge of social determinants of health, social justice, and business communications.

Experience

- Ten years+ progressive experience as an established senior leader in operations, planning, strategic management, preferably in research, academic or consulting setting. Demonstrated ability to build relationships, motivate and work effectively at the executive level with partners and stakeholders from private, public, and civil sector organizations around the world. Possess leadership abilities that help define the culture of the organization and allow individual team members to flourish. Adept at managing multiple projects and developing and monitoring budgets. Experience working with a Board of Directors. Ability to find, analyze and summarize large amounts of complex information for the CIW Network's consideration. Excellent communication skills.

Knowledge/Skills/Abilities

- Advanced knowledge of MS Word, Powerpoint and MailChimp
- Intermediate working knowledge of WCMS, Facebook, Twitter, Paint or Photoshop
- Intermediate experience with FORE, CentreSuite, Concur, Excel

Nature and Scope

- **Contacts:** Demonstrates enthusiasm for the CIWs vision. Inspires and leads others towards high levels of performance. Able to focus and set priorities, has a responsive management style, and is a strategic, tactical, and pragmatic thinker. Has a proven record in demonstrating tact, judgment, diplomacy, and maintaining confidentiality. An accomplished problem solver with the ability to quickly

assimilate, analyze and interpret information. A relationship builder and maintainer, comfortable working more extensively with external than internal stakeholders. Represents the CIW, UW and AHS at the highest level of professionalism when engaging with stakeholders around the world

- **Level of Responsibility:** Manages CIW-wide functions and processes that are predominantly 'outward-facing' to public, private and civil society sectors and reflects back upon the University. Consults with the Director to determine new strategic areas of growth for the CIW including funding opportunities to ensure its sustainability. Deadline pressures, a demand for thoroughness and accuracy, and exposure to stress are consistent with senior level responsibilities.
- **Decision-Making Authority:** Make decisions on timelines, budget allocation, staffing resources to meet stated objectives. Responsible for monitoring budgets and project progress for all CIW research projects. Has 'second in command' financial authority (after the Director) for CIWs operating funds, grants and contracts. Responsible for identifying changes in policies or systems and ensuring that they are communicated and implemented. Shares responsibility (with Director) for decisions on hiring, remuneration, and promotion and/or succession planning.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment.
- **Working Environment:** This position involves office work in a comfortable indoor area. Flexible working arrangement, with provision for working remotely and/or for working some non-standard hours. Time onsite is spent at an ergonomically appropriate workstation with suitable computing equipment and accessories. There are frequent opportunities for meetings and interaction with co-workers and our external CIW Network. The work is varied. Extended hours and travel are occasionally required.