

Job Description

Job Title:	Production Manager
Department:	CEE Services
Reports To:	Technical and Continuous Improvement Manager
Jobs Reporting:	Records Co-ordinators, Operations Administrator
Salary Grade:	USG 12
Effective Date:	March 2023

Primary Purpose

The Production Manager is critical to the management and execution of processes within the CEE portfolio to maximize the success of employers, students and staff. The Production Manager ensures the successful execution of the core employment processes. The incumbent ensures that employers, students and all staff supporting the co-op employment processes are supported effectively, while maintaining high standards of stakeholder satisfaction delivered in a cost-effective way.

The Production Manager leads and contributes senior analytical support to projects and performs research, make appropriate recommendations, ensure alignment of strategy, ensure best practices, and serve as a senior resource to the CEE leadership team.

The Production Manager is also responsible for the strategy around the CEE calendar of activities and ensures execution is accurate and timely. Manages Records Co-ordinators to ensure data integrity and document retentions practices are adhered to.

Key Accountabilities

Project leadership

- Act as project manager for key projects
- Act as a knowledge expert on change management
- Oversee the implementation into operational mode including defining processes, training, documentation and change management
- Determine resources/funding needed to support ongoing and build business case

Manages the effective planning and execution of a Program of projects

- Research, plan and execute an assigned program of projects involving technology and new processes/process re-design;
- Manage all aspects of project scope, schedule, resources and risks for assigned projects ensuring all deadlines are met;
- Actively monitoring and prioritizing work within each project and across the projects within the program
- Ensure appropriate consideration, consultation and analysis for go/no-go decisions
- Ensure technology is leveraged to support business processes
- Ensure effective and appropriate stakeholder engagement and consultation

Process Improvement - As an individual contributor provides senior analytical expertise supporting business units in identifying project opportunities, developing business cases and execution of projects in support of business objectives. This includes:

- Developing strong relationships with project stakeholders which could include CEE teams, students, employers, faculty and other support units on campus.
- Liaise among stakeholders to elicit, analyze, communicate and validate requirements for changes to business processes, policies or practices.
- Provide guidance to the various stakeholders to devise effective and efficient approaches to achieve project objectives.
- Provide consultative and analytical support including facilitating requirements gathering sessions, risk assessments or process design and improvement.
- Act as a change agent ensuring appropriate change management is in place.
- Identifies synergies across CEE units and ensures these are operationalized and benefits are achieved.
- Ensures service is delivered to clearly defined and agreed-to standards (e.g. impression management, ease-of-interaction, triage excellence, one-and-done, response time, accuracy, completeness, consistency).

Records Management – provides management support and expert knowledge related to records management, document retention, and policy pertaining to employer, student, and staff records. Fosters an open and transparent dialog between the Register Office, the Faculties, and the Record Coordinators.

Manages Records Coordinators accountable for:

- Maintaining and managing employer, student, and staff records
- Integrity of policy management as it pertains to employer, student, and staff records
- Data integrity as it applies to employer, student, and staff records
- Production system administration including permissions, updating employer, student and staff records and providing tier 2 and tier 3 support for many CEE applications (e.g. WaterlooWorks, SharePoint).
- Ensures system set up is complete for each term, for each business unit
- Updates employer, student, and staff records
- Term set up and system configuration
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Production Management

- Generation of tasks to direct co-op staff activities, distribution of bulk messages to employers and students - attention to detail is critical as this work is high risk and significantly impacts all CEE stakeholders including employers, students and staff
- Managing and developing health checks - to ensure process, system and data integrity - proactively identifying potential trouble areas and developing corresponding system health checks
- Coordinates production calendars across the CEE units ensuring there are no conflicts or overlaps
- Ensures timely and accurate execution of centralized components of the production calendar
- Approves Ad Hoc production items to ensure alignment with existing calendar components

Lead and manage direct reports and ensure the delivery of results in support of Co-op's mission, vision and guiding principles including:

- Providing information and context needed for employees to be effective.
- Hiring, developing and retaining the best qualified staff available from inside or outside UW.
- Setting goals and expectations and helping employees create clear paths to success.
- Developing effective work team dynamics.
- Ensuring appropriate back up, support and cross training to manage capacity.
- Holding employees accountable for performance including consistent application of business processes.

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- Managing performance through both formal (performance appraisal) and informal methods such as regular feedback, coaching and one-to-ones.
- Identifying development opportunities in others and co-creating with the employee a development plan; regularly following up on the progress of development.

Provide overall leadership to the organization by:

- Personally championing mission, vision and guiding principles and playing a leadership role in bringing them to life.
- Providing leadership, direction and strategic planning for CEE team with a specific focus on co-operative education.
- Identify opportunities and implements solutions for improving services and practices in the co-op employment processes. This may include continuous process improvement, best practices, new interview methods, screening tools or any solution that helps employers and students connect.
- Monitoring business practices to ensure that CEE has the appropriate practices and processes to work effectively for all stakeholders both within and external to the University.
- Leading strategic development of new capabilities required by the introduction of new systems, tools or processes.
- Ensures strategic liaison between the CEE Business Services team and all units within CEE portfolio (Co-op Services, Center for Career Action, Center for WIL, WxL) to ensure units are aware of strategic and operational impacts from changes to system configuration, process, communication, calendar, event etc
- Strategically designs and implements business processes for service excellence, fostering a culture of continuous improvement. Working with the Co-operative Education team, provides strategic guidance to the Co-op leadership team on matters relating to systems, process and service.
- Developing productive, collaborative working relationships across CEE and the University
- Leading or contributing to the identification, development and implementation of projects to improve service quality, relationships, stakeholder satisfaction, timeliness, staff capability and performance.
- Developing internal/external customer service standards, monitoring satisfaction with service delivered and taking action to restore and enhance service quality.

Required Qualifications

Education

- University undergraduate degree in Business Administration, Operations Management or equivalent education and experience.
- Possess or pursuing PMP certification or CBAP certification or equivalent experience.

Experience

- Minimum of 4 years progressive experience supporting or leading continuous improvement initiatives in a large complex environment;
- Minimum of 5 years systems experience including supporting implementation of systems and continuous improvement, WaterlooWorks experience is highly desired;
- 4+ years' experience in a people management and leadership role, including a track record of performance management with direct reports
- Excellent analytical, attention to detail and problem solving skills are essential;
- Proven ability to understand complex situations, tasks or problems, analyse them using a systematic approach and identify patterns and connections between situations that are not inherently obvious;

- Proven ability to adapt and work effectively within a variety of situations including changes in job demands; changing priorities or competing priorities;
- Demonstrated track record of effective leadership and collaboration with various constituents at all levels and ranges of expertise
- Ability to engage and influence senior internal stakeholders and external stakeholders (student, employer, vendors) ensuring stakeholder adoption;
- Experience implementing large change projects;
- Experience with records management, document retention, and policy

Knowledge/Skills/Abilities

- Strong analytical skills with a specialty in an area of expertise such as business analysis, process improvement or project management
- Proven track record for a leading high performance delivery teams defined by a culture of excellence and responsiveness
- Proven ability to effectively manage multiple priorities and exercise independent, prudent judgement
- Innovative approach to problem solving
- Knowledge of CEE business processes is an asset
- Understanding of existing CEE applications is an asset

Nature and Scope

- **Contacts:** Works closely with the operations of each CEE unit to ensure their needs are met. Works closely with Program Management team.
- **Level of Responsibility:** This role provides senior analytical support with minimal supervision and provides leadership in their area of expertise. They are accountable for the successful completion of any project they are leading or participating in. They are accountable for the roles reporting to them, a failure in these roles impacts students and employers ability to find co-op and other experiential opportunities.
- **Decision-Making Authority:** Collaborates with Managers across all of CEE to ensure timely and accurate execution of centralize functions. Provides advice on identifying and executing projects for CEE leaders.
- **Physical and Sensory Demands:** Moderate sensory demands typical of a position in a very busy, customer focused office environment with constant interruptions.
- **Working Environment:** Moderate on-call expectations to support evening/weekend activities related to Employment Processes. Service support during main interview periods will require work outside core business hours from 7:00a.m. to 11:00p.m.