

Job Description

Job Title:	ITC Administrative Officer
Department:	Psychology - ITC
Reports To:	ITC Project Principal Investigator, Psychology Administrative Officer
Jobs Reporting:	Finance Administrator, Research Administrator, Administrative Assistant, Programming Analyst, Data Management Group, Survey Management Group, Research Faculty
Salary Grade:	USG 11
Effective Date:	February 2021

Primary Purpose

The ITC Administrative Officer is responsible for effective human resources administration and support for a team of over 30 employees; financial planning and monitoring of the complex, multi-million dollar ITC research budget; oversight of research grants, awards, and contracts in partnership with the Research Office; and for management of ITC facilities and equipment within the framework of University, Faculty, and Department policies.

The ITC Administrative Officer is also responsible for ensuring that ITC maintains appropriate financial records and provides the necessary financial information to meet the accounting and reporting requirements of research sponsors and the University's Research Office. The position reports directly to Dr. Geoffrey T. Fong, Principal Investigator for the ITC Project, and works in partnership with Psychology's Administrative Officer to ensure consistency with departmental procedures.

The Administrative Officer's role is to ensure the efficient utilization of all resources (staff, budget, space, equipment, and administrative systems) to optimize the research and service missions of the ITC Project. Major responsibilities are found in five core management areas: strategic planning support, human resources administration, administrative leadership, financial oversight, and facilities/equipment management. The ITC Administrative Officer serves as the central administrative resource for the staff and for the Principal Investigator, and collaborates with the Managing Director and Senior Research Scientist, ITC Survey Manager, Associate Directors - ITC Data Management, and ITC Knowledge Translation Manager to ensure the continued success of the ITC Project. The position also provides administrative support for the ITC Project teams in all countries. The position provides an active liaison role for ITC with Psychology's Administrative Officer (PAO).

Key Accountabilities

Strategic Planning Support:

- Provides confidential and strategic advice to PI regarding long-range operational plans including performance management, funding issues and concerns, human resource management, and space management.
- Collaborates with the Managing Director and Senior Research Scientist, ITC Survey Manager, ITC Knowledge Translation Manager, and Associate Directors - ITC Data Management for administration of hiring needs, team leadership, and performance management; funding for projects, grant applications, and contracts; travel; website maintenance and digital presence; space, equipment, technical needs, and operations.

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- Assists with development and implementation of ITC's administrative structure, taking into account the complexity required by the multidisciplinary and international dimensions of the project.
- Monitors and provides leadership for the administrative structure, ensuring continuity and smooth transition during growth of the ITC Project.
- Implements and maintains communication strategies for the ITC internal teams including setting up and managing strategic management meetings, team meetings, team building initiatives, and opportunities for team members to engage with ITC leadership.
- Implements and maintains communication with ITC international and global project team members to provide administrative support, grant application support, strategic planning support, and financial planning support.
- Provides all support for grant and award applications including processes, procedures, documentation, requirements, budgets, budget justifications, drafting, formatting, editing, and uploading into grant/award systems.
- Provides comprehensive minutes for all strategic meetings
- Attends strategic meetings with global investigators for planning and development of grant submissions and projects.
- Liaises with global partner administration, research administration, and finance teams to complete documentation, grant applications, contracts, and reporting.
- As an active member of the ITC leadership team and planning committee, provides advice as required and maintains records of action items; serves as resource person or consultant for committees and work groups dealing with a wide range of topics.
- Assists with specialized projects related to strategic issues at the request of the PI.
- Facilitates implementation and support for guidelines and changes impacting ITC as a result of changes to the Department of Psychology as determined by the PAO.
- Participates in strategic leader meetings and initiatives for the international ITC Project team members.

Human Resources Administration:

- Oversees the recruitment, orientation, evaluation, promotion, professional development, and retention of all ITC staff, research associates, research assistants, research scientists, and casual employees.
- Provides human resources support for all ITC team members (over 30 employees) including identification of development opportunities, implementation of professional development, providing coaching and feedback, supporting escalations, providing guidance for ITC leaders, and completion/delivery of performance reviews.
- Provide support for health and wellness including access to resources, connection with Occupational Health, accommodations, leave management.
- Support escalations related to human resource issues, work challenges, prioritization of work, resourcing, compliance, and health and wellness.
- Support escalations related to international travel to ensure all ITC travelers are supported while off site.
- Manages the process for hosting ITC guest researchers including sponsorship, communication, international travel, creation of agenda, and hosting (accommodation, space, equipment).
- Directly supervises and manages workload for all ITC administrative staff (7 employees).
- Provides support for ITC Leadership in management of workload, prioritization, and leadership of their teams.
- Manage all team members within Workday (vacation, payroll, sick leave, etc.)
- Provides effective support and guidance on administrative procedures as necessary.

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- Ensures process compliance for research finance, Workday, Ethics submissions, and reporting.
- Works with the PAO to ensure ITC's human resources needs are understood and managed within Departmental and University frameworks, and co-operates with the PAO in problem-solving.
- Ensures processes are in place for recruitment, evaluation, and pay of temporary employees, co-op students, research assistants, and lab managers.
- Works with UW Human Resources and UW Finance for recruitment, job descriptions and grading, and salaries.

Leadership:

- Provides direct leadership including training/coaching, support, task assignment, and prioritization of tasks to the ITC Administrative Assistant, the ITC Finance Administrator, the ITC Research Administrator, Senior Research Assistant, and the Research Assistant – Co-ops.
- Provides HR leadership and performance management for all ITC staff (Survey Management Group, Data Management Group) and researchers (Project Management Group, Dissemination Team) including support for all ITC Project leaders with feedback, coaching, performance evaluation, professional development, and administrative information.
- Collaborates regularly with the Principal Investigator, Managing Director and Senior Research Scientist, ITC Survey Manager, Associate Directors - ITC Data Management, and ITC Knowledge Translation Manager to ensure smooth operations through reviewing the ITC Project's priorities and changing/new directions.
- Collaborates with the PAO and Dean of Arts Office in regular review of the ITC administrative structure to ensure that staff are effectively managed and ITC's organizational needs are met.
- Coaches and mentors staff in UW policies and procedures, Health and Safety, Psychological Health and Safety in the Workplace, Time Management, priority-setting, and change management.
- Promotes individual and team initiative using a proactive approach to the development of solutions.
- Serves as the primary resource within the ITC Project for interpretation/ application of UW and Faculty policies, guidelines, and practices as they relate to administration, ethics, and grievance issues and legal protocols.
- Manages and support escalations related to administration, finance and grant management, contract execution, and human resources.
- Facilitates effective communication within the ITC project and with external and internal groups on administrative issues.
- Develops administrative plans and provides policy information to the PI with particular emphasis on budget, administrative systems, and space.
- Organizes and oversees space allocations.
- Oversees ITC communications, website development and maintenance, and digital presence.
- Organizes ITC committees and implements team building strategies to promote collaboration and interactivity among team members (Health and Safety, Fire Wardens, ITC Social Committee).
- Partners with the manager of the Research and Technology Park for initiatives affecting the TJB tenants including Sustainability, R&T Park Activities, etc.

Financial Oversight:

- Develops and presents the ITC Project's annual research budget to the PI for review and approval.
- Act as signatory for all ITC grants and operations accounts.
- Support reconciliation and approval of all finance transactions within Unit 4 and Concur systems.

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- Facilitate the Dept. Chair's one over one signature as required.
- Ensures that short- and long-range financial goals and frameworks are developed to support the ITC Project's operational and strategic plans.
- Develop complex grant application budgets and budget justifications for the ITC team and internal and external partners based on the needs of the project.
- Maintains complex multi-work order budgets for payroll, fieldwork, contracts, and operational expenses.
- Manage the Purchasing Card and its associated processes.
- Provides decisions regarding income, expenses, transfers, and corrections, in consultation with the PI, the PAO, and the Research Office as appropriate and required.
- Meets regularly with the Research Office including ORE Finance, ORE Compliance Officer, and ORE Grant Funding Director to support management of the ITC grant funding; set up Service Agreements, contracts, consultant contracts, and subcontracts; provide progress report information, complete grant close-out reports, and apply for new funding opportunities.
- Oversees the development of systems for monitoring expenditures, including cost-recovery procedures, reconciliation, and all matters affecting appropriate use of resources and financial practices; consults as necessary with PAO, FFO (Research), and Research Office ensuring eligibility and compliance standards and UW policy and practices are met.

Facilities and Equipment Management:

- In consultation with the PAO, is responsible for ITC space usage allocation in accordance with Department of Psychology policies and practices.
- Establishes and maintains good practices regarding maintenance and repairs.
- Supports planning, documentation, approvals, and strategies around ITC's plans for renovation/construction.
- Authorizes the purchase and allocation of equipment, furnishings, and special supplies and ensures the use of an efficient inventory system.
- Authorizes the purchase of office supplies as required and maintains the ITC Purchase Card.
- Acts as the main point of contact and emergency contact for all TJB building access, building issues, TJB large boardroom booking/management, locking and unlocking the revolving door for access each day.
- Liaises with Plant Operations, Central Stores, Psychology IT, and IST as required to support building and technology security and maintenance.
- Liaises with Psych IT to ensure ITC team has equipment and software required for all functions.
- Manages key control and fob access for ITC team at TJB and external guests as needed.

**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

- Bachelor's Degree or equivalent experience in a research-based office environment

Experience

- At least 7 years' experience working in a leadership/management role in an office environment

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- Experience supporting administration in an academic environment
- Extensive administrative experience with diverse and complex multi-disciplinary research projects
- Knowledge of University of Waterloo policies and procedures related to human resources, research, travel, and finance
- Supervisory background using proven leadership including recruitment, coaching, mentorship, training, performance management, performance evaluations, and supporting new hires
- Extensive experience supporting complex international travel
- Experience supporting international communications and teams
- Experience supporting all types of verbal and written business communication

Knowledge/Skills/Abilities

- Exceptional coaching, mentoring, conflict resolution, change management, and performance management skills.
- Knowledge of employment standards and human resources processes and procedures.
- Advanced Microsoft Office skills including Word, Excel, PowerPoint, Publisher, Access
- Ability to multi-task and to work quickly and efficiently
- Excellent problem-solving skills
- Creative and positive approach
- Exceptional interpersonal skills
- Ability to work independently (in a busy environment) as well as part of a team
- Proven record of independent decision-making, problem solving, organization skills, and time management skills
- Proven ability to exercise diplomacy, tact, good judgement, and respect for confidentiality
- Understanding of international and cultural considerations related to communication protocols
- Impeccable grammar, spelling, and business writing skills
- Proven ability to prepare professional correspondence and reports
- Knowledge of payroll and bookkeeping
- Ability to initiate tasks without direct supervision
- Flexibility and resilience to accommodate occasions requirements outside of regular office hours

Nature and Scope

- **Contacts:** Internally, communicates with Department of Psychology Administrative Officer, Office of Research, Finance, Human Resources, Dean of Arts Office, Central Stores, Plant Operations, IST. Also communicates with ITC leadership, research assistants, research associates, and team members in all departments to provide leadership, support, administration, dissemination, and overall project support for research initiatives. Daily consultation and collaboration with the ITC Principal Investigator, the Knowledge Translation Manager, and the Managing Director and Senior Research Scientist. Overall human resources support for a team of over 30 employees. Externally, communicates with international ITC Project team members, partnering institution administrative and research offices, grant agencies, and funders.
- **Level of Responsibility:** The position is responsible for direct leadership of the Administration team as well as HR leadership and performance management for the full ITC team (staff, research faculty). Responsible for confidential information including personal information related to human resources, finance, travel documentation, and office administration. Responsible for management of all office administration, human resources, and finance functions.
- **Decision-Making Authority:** Responsible for consulting with ITC leadership to determine priorities for the ITC initiatives and prioritizing support needed. Responsible for management of complex multi-

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million-dollar grant funding including applications, finance management and signing authority for current grants, and progress reports. Responsible for recruitment and hiring of all ITC team members.

- **Physical and Sensory Demands:** Minimal demands typical of an office administrator operating within a team-oriented and multi-project office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of an office environment. Position does support escalations related to HR, health and wellness, performance management, space management, equipment, national and international travel, and overall operations. Position has leadership support for prioritization of workload within multiple projects and ability to liaise with leadership, HR, and POA as needed for support.