

Job Description

Job Title:	Administrative Officer
Department:	Stratford School of Interaction Design & Business
Reports To:	Director, Stratford School
Jobs Reporting:	Academic Administrative Supervisor, Events and Student Engagement Specialist, Information Technology Support Specialist, Administrative Assistant, Lab Instructor/Media Technician, Media Technician
Salary Grade:	USG 11
Effective Date:	November 2016

Primary Purpose

The Administrative Officer is responsible for strategic planning and development, financial oversight of, human resources management, and management of facilities, including equipment and technology. S/he is responsible for initiating and developing strategic relationships with external organizations and other internal departments in order to support and further the teaching, research and community outreach activities. The Administrative Officer is the senior administrative staff position, reporting to the Chair, and provides direction and continuity for all staff on an ongoing basis.

Key Accountabilities

Strategic Planning and Development

- Active development and support of academic programs, experiential learning, industry partnerships and community/corporate relationships
- Develop business and experiential plans, including: revenue opportunities, non-academic programming, corporate partnering, special events, organizational processes, human resources
- Develop ongoing relationship with government (provincial, regional, municipal) – outreach activities, stewardship
- Oversee strategic marketing and communication activities, including digital presence (ie. website, social media)
- Manage related research units, centres and off campus programs including oversight of facilities, utilization, marketing, financial management and performance (ie. Waterloo Accelerator Centre, Centre for Mental Health, International Tobacco Control, Tax program in Toronto)

Human Resource Management

- Oversee and review the administrative structure to ensure that human resources are efficiently and effectively managed; ensuring that the staffing complement and roles match strategic needs, including prioritization of tasks and strategic workforce planning; and planning for future growth
- Lead the recruitment, evaluation, promotion and retention activities; serving as a mentor, coach, and guide to staff to ensure the successful and collaborative execution of responsibilities
- Manage the annual staff performance review process; reviewing all position descriptions and requests for position re-evaluation
- Develop and oversee work processes that best support the operations
- Oversee succession planning processes and discussions
- Serve as key liaison with Arts Executive Officer and University Human Resources on all human resource issues
- Ensure adherence to University policies in all operations and activities

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<ul style="list-style-type: none">• Ensure internal communication of administrative matters and changes
Operational Oversight <ul style="list-style-type: none">• Manage all facilities and equipment, facilitating a state-of-the-art experiential learning space• Ensure efficient and equitable use of facilities and equipment, including allocation of space• Ensure: adequate supply and quality of technology; upgrades to new/emerging technology for availability of leading-edge capability; ongoing maintenance of the technology• Oversee maintenance, building projects, renovations and new construction• Authorize the purchase and allocation of equipment and furnishings• Oversee emergency operations and procedures and building security
Financial Oversight <ul style="list-style-type: none">• Oversee the development, expenditure and tracking of all funds (operating, research, trust and endowment)• Ensure that funds are budgeted effectively to support the operations and priorities• Full signing authority on all operating budget accounts, providing decisions regarding income, expenses, transfers and corrections• Ensure all policies/procedures are followed• Oversee monthly reconciliation of accounts and p-card activities
Relationship Management with internal and external stakeholders <ul style="list-style-type: none">• Primary liaison with government, the media, the public, numerous internal and external partners, faculty and staff• Internal relationships include: Dean of Arts Office, Human Resources, Finance, Research, Plant Operations, Police Services, numerous faculty and staff members, Institutional Analysis and Planning, Marketing & Strategic Communications (External Relations, Media Relations, Government Relations), Student Services (Food Services, Health & Wellness, Student Success, Athletics, Housing, Retail), Registrar, Student organizations, Office of Development and Alumni Affairs, President's Office• External relationships include: local government and other stakeholders (Municipal, Provincial, Federal), media, governing bodies (CPA Ontario), corporations/industry partners, boards and other organizations such as Communitech/Waterloo Accelerator Centre

**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 <ul style="list-style-type: none">• A bachelor's degree and / or several years of increasing responsibilities and administrative experience in an academic department and leadership experience in the areas of human resources and business administration required.
Experience <ul style="list-style-type: none">• Additional education or professional experience in management, operations, human resources administration and communications is an asset• As the senior staff position, s/he has significant experience with strategy, human resource management, issues escalation resolution, operations management, marketing and communication, and a successful track record related to hiring and managing staff.
Knowledge/Skills/Abilities

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- Knowledge and experience interpreting UW policies, procedures and guidelines is preferred.
- Demonstrated outstanding leadership and management skills and be a proven strategic and pragmatic thinker
- Excellent interpersonal skills are required, including outstanding verbal and written communication skills and a proven record of demonstrated tact, judgment, and diplomacy
- Must be confident, organized, a long-range planner and an accomplished problem-solver, able to quickly assess situations and individuals and lead solutions.
- Demonstrated ability to make independent decisions and to build consensus is required
- Proven track record of successful relationship-building is essential as this role must work effectively and collaboratively across faculties and departments, with various internal and external stakeholders
- Tact, diplomacy, negotiating and persuasion skills, strategic thinking, superior communications skills, able to build and inspire trust and build bridges/relationships.
- Advanced user experience with Microsoft Office suite

Nature and Scope

- **Contacts:** Primary liaison with government, the public, numerous internal and external partners, faculty and staff.
- **Level of Responsibility:** Manages a Campus-wide function or process that is high-level oversight with direct reports
- **Decision-Making Authority:** Has financial and signing authority for all budgeted operating, trust and endowment funds for the department. Responsible for initiating changes in procedures or systems and ensuring that they are communicated and procedures are put into place to implement them within the Faculty. Makes decisions on timelines, budget allocation, staffing resources to meet stated objectives. Responsible for decisions on hiring staff, and for monitoring budget and project progress for all capital and physical plant projects.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment
- **Working Environment:** Travel: Occasional travel required Working Hours: Regular working hours, some evening/weekend work required. Risks – physical and psychological: Physical risks No significant risks Psychological risks - minimal exposure to disagreeable conditions typical of a supervisory position.