

## Job Description

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<b>Job Title:</b>	Administrative Manager
<b>Department:</b>	Office of the Vice-President, Advancement
<b>Reports To:</b>	Vice-President, Advancement
<b>Jobs Reporting:</b>	Administrative Assistant, Office of the Vice-President, Advancement
<b>Salary Grade:</b>	USG 9
<b>Effective Date:</b>	September 2020

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### **Primary Purpose**

The position is responsible for overall administrative management of the Office of the Vice-President of Advancement and provides strategic and operational support to the Vice-President, Advancement. Administrative management includes human resources administration, financial oversight, and facilities management. The incumbent is the primary liaison between the Office of the Vice-President, Advancement and internal stakeholders and often represents the Vice-President, Advancement with external stakeholders.

### **Key Accountabilities**

#### **Strategic Support**

- Provide advice, critical analysis and reporting to the Vice-President, senior administration and internal/external stakeholders on issues impacting the university's Advancement activities and the achievement of the Vice-President's priorities
- Collaborates with the Vice-President's direct reports and decision makers for outcomes achievement with respect to strategic mandate and goals of the Advancement activity
- Represents the Office of the Vice-President, Advancement at departmental meetings such as trip planning and departmental strategy planning
- Assists the Vice-President, Advancement and the Vice-President's direct reports with monitoring key performance measurements on behalf of the Vice-President and communicating progress to key stakeholders
- Provides advice, critical analysis and reporting to the Vice-President, Advancement on the organization and implementation of the portfolio's strategic, administrative and financial priorities

#### **Administrative Management**

- Manages the day-to-day administrative operation of the Office of the Vice-President, Advancement
- Manages the Office of Vice-President, Advancement permanent and temporary support staff
- Creates and maintains systems and procedures to manage and monitor work flow and information flow into the office to effectively and efficiently to support the work of the Vice-President, Advancement and Advancement department
- Provides oversight of the Vice-President's schedule; day-to-day and long range planning
- Works closely, in support and partnership, with the Vice-President to manage and meet multiple work deadlines related to fundraising strategy, special projects, and ongoing administrative functions
- Assists in ensuring the Vice-President is prepared for meetings, events and other engagements by means of briefing notes, briefing binders, speaking notes, policy documents, and consultation on approaches to issues
- As required, attends meetings with and on behalf of the Vice-President to ensure that appropriate follow-up occurs and that the Vice-President is briefed thoroughly on issues/outcomes as needed

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- Monitors and at times help organizes special events/meetings hosted or sponsored by the Vice-President
- Implements administrative systems and structure for the Office of the Vice-President including work processes, work flow and all related procedures
- Oversee facilities, physical assets and capital equipment of the office and ensure that appropriate security measures are in place to protect the office and its staff and physical resources
- Manages committee obligations of the Vice-President, including arranging for the collection of all relevant documentation on behalf of the Vice-President, Advancement
- Organizes, manages, and monitors monthly financial reporting and record keeping for the Vice-President, Advancement
- Engages with Human Resource staff on issues involved in the hiring and reviewing of members of the Vice-President's team; ensures appropriate monitoring and reporting is completed in regard to performance evaluation process
- Ensures that the Vice-President and team members are fully informed with regard to emerging issues of importance/sensitivity
- Ensures the day-to-day financial activities of the office are carried out according to best practices and comply with University policy and procedures
- Prepares the Vice-President's expense claims, as well as other team members associated with Vice-President budget who may travel for work related purposes or complete Vice-President Advancement activity while sponsored by the Office of the Vice-President or delegates as necessary
- Organizes and supports the Vice-President in membership activity to external professional organizations
- Creates, organizes, and maintains administrative management tools and processes that connect Advancement leadership teams and units to achieve administrative, operational, and strategic goals, regularly and continuously communicates on these tools and processes

### **Relationship Management**

- Works closely and collaboratively with the Vice-President's direct reports to assist with the development and implementation of strategic and fundraising goals of the Vice-President and Advancement units
- Works to build and maintain strong working relationships within a highly decentralized structure with key stakeholder departments, senior leadership, faculty Advancement leaders, faculty Advancement teams, and other key departments with emphasis on communication of strategic and operational goals and tasks
- Supports the work of the Advancement department by identifying linkages, emerging issues and opportunities between units and by making recommendations that enhance relationships and effective operations between units
- Is the primary point of contact and liaison within the Office of the Vice-President, Advancement and is responsible for coordinating matters, work, information and inquiries with internal and external stakeholders
- Ensures appropriate responses on behalf of the Vice-President are prepared or delivered for inquiries, correspondence, complaints; or gathers appropriate background information for the Vice-President to make a decision
- Works with the University Secretary's Office and Office of the President on matters related to the Vice-President's responsibilities to the Board of Governors, Senate and other relevant committees
- Utilizes donor-centered and alumni-centered approach when interacting with University of Waterloo Alumni, donors and other external key stakeholders

*\*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*

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*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**

- A Bachelor's degree required, business administrative field preferred

#### **Experience**

- 7-10+ years' experience in providing strategic, administrative and operational support or management at a senior level in a large institution or corporation. Experience in a post-secondary institution or fundraising setting a strong asset
- Considerable experience implementing and working within innovative administrative processes.
- Strong technical experience and high proficiency in a Microsoft Office environment
- Experience in working within an environment where building strong working relationships with internal/external key stakeholders was a critical operational function

#### **Knowledge/Skills/Abilities**

- Strong project management and time management skills to effectively prioritize multiple demands
- A confident, organized, strategic long-range planner and an accomplished problem-solver, able to quickly assess situations and individuals and lead solutions
- Excellent interpersonal skills are required, including outstanding verbal and written communication skills and a proven record of demonstrated tact, judgment, and diplomacy
- 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
- Demonstrated ability to work independently, with ambiguity and thrive in a fast-paced, entrepreneurial environment
- Superior technological skills along with excellent organizational skills that contribute to management high volume of complex detailed work
- Experience with financial reporting including budget development, monitoring and allocation
- Knowledge of the University's policies procedures, operating requirements
- Knowledge of the University's organizational structure and governance systems

### **Nature and Scope**

- **Contacts:** Significant external Relationships include: Donors, alumni, parents of students, professional associations. Significant internal relationships: Advancement leadership and staff, President, Office of the President staff, Provost, Office of the Provost staff, Faculty Deans, Advancement Directors and their staff, Secretariat, Legal and Immigration Services, Office of the Vice-President of University Relations and team, Vice-President of Research and International and office
- **Level of Responsibility:** Must be able to make informed decisions cognizant of broader accountability in a role representative of the Vice-President, Advancement, Advancement department and the University of Waterloo. Ability to take initiative where minimal direction is provided. Be proactive in contributing ideas and solutions to the Vice-President, Advancement and team members as well as provide guidance and support. This position is responsible for managing the Office of Vice-President, Advancement support staff and other casual/co-operative student staff hired into the office. This

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position maintains a high level of responsibility to the office and to the Vice-President, Advancement as outlined in the above Key Accountabilities of the position.

- **Decision-Making Authority:** Has signing authority for operating account in Office of the Vice-President. Makes operational and physical space decision related to the office. Involved in decisions on timelines, budget spending and staffing resources in the Office of the Vice-President. Makes decisions with respect to the most efficient use of the Vice-President's time. Ensures that only key issues are brought to the attention of the Vice-President – goal is to ensure minimal escalation of matters so that the Vice-President can focus on strategic initiatives. Involved in decisions relating to the administration and financial reporting of the Office of the Vice-President including changes to systems and work processes.
- **Physical and Sensory Demands:** This position is office based with minimal physical demands or movement. This position works independently and requires outstanding client service, sound judgment, a strong work ethic and an ability to work under very challenging time constraints, high volume of work, constant interruptions and changes to priorities. Extended time at the computer.
- **Working Environment:** This position is office based with very limited travel. The Office of the Vice-President strives to maintain a healthy work-life balance while managing and maintaining timely and sensitive deadlines.