

## Job Description

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<b>Job Title:</b>	Space Planning & Classroom Management Specialist
<b>Department:</b>	Space Planning Office (SPO)
<b>Reports To:</b>	Manager, Space Planning
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 9/10
<b>Effective Date:</b>	July 2022

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### Primary Purpose

Reporting to the Manager of Space Planning, the Space Planning & Classroom Management Specialist supports the analysis of university space holdings and the planning of academic and academic support spaces across the University of Waterloo. This position assists the Manager of Space Planning in responding to all space issues, inquiries, and projects. These include developing strategies to ensure efficient use of space, evaluating current and forecasted unit space needs, test fits, preliminary designs, project development, project documentation and estimates, project oversight, SPO unit coordination and financial reporting for the department.

### Key Accountabilities

#### **Support to Manager of Space Planning**

- Defines space project goals and objectives, develops projects and executes plans in conjunction and in support of the Manager of Space Planning.
- Evaluates space requests, and makes recommendations to Manager of Space Planning regarding preparation of new campus space, temporary use of space and/or space reallocations. Assists the Manager of Space Planning with prioritization of requests, with consideration of numerous relevant factors.
- Forecasts space needs, using student population data and other growth forecasts, assessing building space optimization by assessing the utilization of existing space.
- Assesses space requirements for new initiatives with the Manager of Space Planning.
- Assists with the creation and maintenance of project documentation, including defining project scope, budget, and expenses to support reporting needs. Compiles and maintains the current lease agreement inventory.
- Responsible for monitoring the annual Space Planning Office budget, including tracking expenses across multiple major construction projects.
- Develops space program documentation for major projects, including but not limited to problem statements, business cases, project charters, business requirements, change requests, status reports, milestones, achievements, benefits, risk and stakeholder registers

#### **Space Project Management**

- Manages logistical requirements related to space transitions, including planning for any reconfigurations necessary to accommodate the new occupant customization.
- Ensures that space transitions are handled efficiently, professionally, and according to timelines established with the clients and units affected by the move.

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- Translates space program requirements into alternative versions of scale test fit CAD drawings for client review. Prepares scale drawings that establish the location of all furniture and amenities provide a reality check when comparing program requirements to available space.
- Develops and monitors work requests through to completion, including large scale projects and relocations.
- Project management of all construction projects handled by the Space Planning Office, which can include projects ranging up to \$5M. This includes managing multiple projects at different phases concurrently. This includes preparation of reports to confirm approval of Senior Leadership at each stage of the project, and update reports to clients and adjacent building occupants throughout the life of the project.
- Liaises with campus stakeholders and support units to ensure space transitions and construction projects are well coordinated, ensuring an effective execution of plans.
- Maintains current knowledge of best practices and trends in office and academic space design.
- Completes unit space needs assessments, forecasting how space needs may change within ASUs using both client and HR data.
- Develops and maintains Project Development Documents (PDDs). PDDs are project control documents prepared for the Provost's Office, ensuring appropriate approval at each stage of a major project's life cycle: Concept, Preliminary Budget, Client Approval, and Completion (Actuals & Deficiencies). Initially developed using project scope and estimated budgets, PDDs are updated as the project proceeds, ensuring that all changes to project scope and budget are understood and approved before proceeding.
- Swing space: SPO maintains approximately 3,000 NASMs of swing space on campus. This position assists the Manager, Space Planning in optimizing the strategic use of swing space, including maintaining usage data, setting up space for new occupants (furniture and any modifications as required), and reporting as needed.

### Space Planning Software Interface

Archibus:

- Provides support to and back up for all job functions of the Space Data Analyst.
- Maintains expert knowledge of COU space standards and communicates their appropriate use to units and individuals responsible for reporting data.
- Ensures accurate updates are recorded to the campus space database (result of moves or major renovations) in a timely fashion.
- Uses space database planning modules to support planning for long range space reallocations.
- Supports the Data Analyst in recording space database changes and corrections resulting from renovations, new construction or short-term space loans.
- Generates space reports as required for analysis of SPO projects.
- In partnership with IAP, supports the completion of the triennial COU Space Survey on behalf of University of Waterloo.

CAD:

- Uses CAD software drawing tool to develop recommended layouts that suit the needs of the unit(s), within resource constraints.
- Prepares preliminary CAD drawings for Plant Operations Design Services for the execution and completion of renovations.

### Internal UW Stakeholder Relations and Communications

- Serves as first contact for Plant Operations, IST, Central Stores and other campus stakeholders.

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- Liaises with external contractors and vendors when authorized by Plant Operations. Develops and maintains positive and productive professional relationships.
- Communicates with all stakeholders on a pro-active basis to ensure that planned modifications are carried out in a timely, high-quality, and cost-effective manner.
- Employs creative diplomacy and the ability to confront and manage disagreement.

### **Classroom Management**

- Provides leadership and coordination for operating, upgrading and maintaining teaching and learning facilities with stakeholder groups.
- Supports the development of processes to coordinate classroom maintenance work and upgrades. Provides information to the Teaching and Learning Spaces Committee (TLSC). Coordinates between Registrar (scheduling), Plant Operations and others to prioritize and plan classroom improvements/renovations, acts as Project Manager for TLSC projects.
- Prepares the annual classroom condition assessment report, including recommendations for improvements, options for renewal, and highlights work needed to maintain spaces at UW standards.
- Develops the protocols for day-to-day response to registrar managed classroom deficiencies.

### **Finance**

- Runs monthly reports in Unit4 to track all costs associated with Org Unit (including QNC and nitrogen gas network costs).
- Creates purchase requisitions within Unit4 for department.
- Handles all office expenses for SPO.
- Quarterly and annual analysis of SPO budget to balance account and project next fiscal year budget.
- Monitors financials of projects managed by the SPO, ranging up to \$5M in scope. This includes tracking and reviewing invoices, securing client approval, receiving, and approving coding within Unit4, reviewing receipts and budget expenditures ensuring compliance with project plans.
- Prepares requests for reimbursement from project sponsors, which vary, including the Provost's Office. Reimbursement requests ensure that the SPO is reimbursed for all project expenses and that project funders can easily reconcile the reimbursement request with the Project Development Documents (PDDs).

### **Campus Nitrogen**

SPO manages a high purity nitrogen gas network on campus, consisting of two bulk liquid nitrogen tanks and a network of lines and meters servicing research and teaching clients in ten buildings, that distributes liquid nitrogen worth \$300k annually:

- Monthly tracking of meter readings.
- Quarterly preparation and delivery of Nitrogen Use invoices to all clients.
- Processing of all invoices within Unit4 ensuring payments are made to SPO.
- Periodic reporting of expense and billing data.

### **Supervision**

- Provide supervision to any part-time or co-op employees engaged by the Space Planning Office.

### **Other**

- Collaborates with other Space Planning Office staff to ensure sufficient cross-training and support during holidays and other short-term absences.
- Other duties as assigned.

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*\*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**

- Completion of a Bachelor's degree in a relevant field, or equivalent education and experience.
- Facilities Management Professional (FMP) designation from the International Facility Management Association (IFMA) is required.
- Project Management Professional (PMP) highly preferred and required for higher level grade

### **Experience**

- 3-5 years of space planning experience within a geographically large and multi-building corporation is required, preferably within an educational setting.
- Building management and operations experience is required, including demonstrated experience with the following: building operations and maintenance, security access/systems, leasing, budgeting, IST infrastructure/installations, etc.
- Proven experience managing multiple complex and large projects simultaneously while coordinating competing demands and priorities.
- Business maturity and awareness with topics and matters that are confidential and sensitive
- Experience dealing with numerous client inquiries, providing accurate and consistent advice as needed.
- Experience planning and coordinating diverse services in support of major unit relocations.
- Experience developing lease profiles.
- Experience providing guidance and direction to support staff.

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

- Demonstrated ability to maintain large amounts of detailed project information in an accurate and timely manner.
- Ability to work effectively in a team and independently to manage multiple and competing priorities
- Ability to exercise leadership without formal authority while ensuring all projects are completed on time, on scope and on budget
- Demonstrated ability to build and maintain respectful and productive business or professional relationships with various stakeholders.
- Knowledge of furniture systems and layouts in support of transitions to open office environments.
- Proficiency with AutoCAD.
- Proficiency with Archibus (Space Planning and Management, Move Management).
- Intermediate computer literacy with Microsoft Excel.
- Intermediate computer literacy with Microsoft Word and PowerPoint.

## **Nature and Scope**

- **Contacts:** Internally, this position interacts with the Faculties, Plant Operations, IST, Central Stores, and numerous other service providers. This requires clear communication and documentation. Co-operation between teams to create a positive and productive environment is critical. Externally, this position interacts and coordinates with third party service providers (i.e. contractors, vendors).

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- **Level of Responsibility:** This position contributes to the development of space-related strategy, operations and evolution, across the University of Waterloo community as outlined above. As well, this position is responsible and accountable for all data, reports and presentations from within the department, ensuring data security and integrity is maintained and that information is distributed accordingly. The incumbent is expected to work with little supervision under the guidance of the Manager of Space Planning.
- **Decision-Making Authority:** Accountable and responsible for effectively managing assigned projects end-to-end and escalating any concerns regarding project planning and execution to leadership. This position has final decision-making authority for all items outlined above, in consultation with the Manager of Space Planning.
- **Physical and Sensory Demands:** This role involves both office and field settings. Project inspection and other aspects of the position involves significant amount of walking. Inspection of construction sites requires wearing of appropriate personal protective equipment (PPE), including steel toe boots, hard hats and goggles. Office work may involve minimal physical demands and moderate sensory effort resulting in slight fatigue, strain or risk of injury.
- **Working Environment:** Work can require unusual hours or schedules, multiple and/or tight timelines that may be unforeseen and subject to constant interruptions (e.g. phone calls, e-mail and unplanned but urgent service requests) that are impacted by varying request volumes at different times. Work requires attendance to sites on main and satellite campuses. Job may require off-hours response to lab and support services emergencies 24/7.