

Job Description

Job Title:	Manager, Intact Centre
Department:	Dean of Environment, Intact Centre on Climate Adaptation
Reports To:	Head, Intact Centre on Climate Adaptation
Jobs Reporting:	None
Salary Grade:	USG 9
Effective Date:	October 2017

Primary Purpose

The Manager is responsible for management, communications and operations of the Intact Centre on Climate Adaptation (Intact Centre), overseeing the day-to-day functions. The Manager also aids with leading research project/s as required. The Manager leads key relationships with stakeholders at the University of Waterloo and externally.

The position is central for the smooth operation of the Intact Centre, ensuring that the centre functions efficiently and meets stakeholder requirements.

Key Accountabilities

Operations (Approximately 40% of the Manager's role)

- **Financial Operations:** Manages the day-to-day operations of the Intact Centre account and financial processes (e.g. processing invoices, casual pay, purchasing card statements) and coordinates with the Intact Centre team and University of Waterloo departments (Finance, Procurement, Office of Research) to ensure financial procedures and policies are being met
- **Funder Relationships:** Leads the development of funder reports to Intact Financial Corporation and supports the rest of the team with research contract development and other reporting requirements as appropriate, working with the Office of Research
- **Human Resources:** Manages co-op students and part-time students, supports hiring to increase internal human resource capacity (e.g. identifies skills gaps, writes job descriptions, conducts interviews), leads training of new staff, and ensures human resource policies are being met
- **Administrative Support:** creates and updates existing policies for activities at the Intact Centre as appropriate, purchases supplies, maintains the first point of contact for all inquiries about the Intact Centre, and provides event logistics and meeting support on an occasional basis. Maintains internal relationships and communication with the Office of Research, Faculty of Environment and other UWaterloo services (e.g. Finance, Creative Services, Human Resources, etc.)

Management and Communications (Approximately 40% of the Manager's role)

Leverage the Intact Centre's work to influence action and ensure a high profile with relevant stakeholders (e.g. the general public, governments, the life and health insurance industry, and industry associations). This profile will be achieved through the following:

- With guidance from the University, leads development of communications materials for the Intact Centre including, but not limited to: reports, marketing materials (brochures, infographics), the Intact Centre website, and social media
- Creates, edits, and proof-reads a wide range of communication activities to support the Intact Centre, including research briefs, press releases, and reports

Job Description



- Participates in speaking engagements across Canada to profile research, and the Intact Centre more broadly, in consultation with Community Relations staff at the University of Waterloo, where appropriate
- With guidance from the University, disseminates research, and the Intact Centre's work more broadly, through key communication channels, including media publications, reports, interviews, and participation in conferences, workshops, and events

Research (Approximately 20% of the Manager's role)

- Leads relevant research projects for the Intact Centre (includes development, implementation, reporting and evaluation)
- With oversight from the Office of Research, contributes to generating research support and building relationships with key stakeholders, including federal, provincial and municipal governments, industry representatives (Life and Health insurance companies), NGO's and academe.
- With guidance from the University, coordinates publications and communication of any research findings
- Reports findings to the Intact Centre's Advisory Board and the Head of the Intact Centre, as required
- Recommends future research activity areas with budgets, fundraising, implementation, reporting and evaluation plans, in line with emerging issues and trends in Canada

Required Qualifications

Education

- Bachelor's required, Masters preferred
- Minimum 3-5 years' experience in the following: climate change, sustainability and business

Experience

At least 3-5 years of practical work experience in the business/climate change field with direct experience in:

- Managing operational functions (communication, finances, funder relationships, human resources)
- Leading relationship management (government and/or business preferred)
- Writing information in summary briefs, social media, and reports for a variety of audiences
- Delivering presentations to a variety of audiences (e.g. general public, boardroom-type settings)
- Project management: development, implementation, reporting and evaluation
- Leading research projects – development, implementation, reporting and evaluation

Knowledge/Skills/Abilities

- Excellent written and verbal communication skills and high comfort level across a variety of mediums
- Self-directed with proven initiative and the ability to work independently and collaboratively as required in a busy multi-tasking and fast-paced work environment
- Quick learner who can incorporate feedback well
- Excellent ability to prioritize effectively and produce
- Effective facilitation and comfort with boardroom-type settings and in meetings with senior government and corporate leaders
- Strong knowledge of the impacts of flooding and the relevance for the insurance industry, government bodies, and the general public preferred
- Strong knowledge of sustainability and climate change in general, with climate adaptation in particular, and relevance for various stakeholders across Canada (including, but not limited to, government, business, and the general public)
- French (intermediate written and oral) preferred

Job Description



- Advanced proficiency in Microsoft Office Suite (Word, Powerpoint, Excel)
- Intermediate knowledge of communication management and measurement tools (e.g. Google Analytics, Hootsuite, Twitter Analytics)
- Intermediate knowledge of Wordpress

Nature and Scope

- **Contacts:** External: builds and maintains relationships with federal, provincial, and municipal governments, industry representatives (e.g. Life and Health insurance companies), NGOs, and academe. Internal: maintains relationships with the Faculty of Environment, the Office of Research, as well as with other university departments (e.g. Finance, Procurement, Human Resources, Creative Services, and Media Relations) to align mandates to strategic university priorities and to pursue funding and collaboration opportunities. Develops and maintains a strong network of internal and external contacts to administer the operational functions (e.g. Faculty of Environment, across the University of Waterloo, key funders and other stakeholders).
- **Level of Responsibility:** Requires minimal supervision; provides guidance to others including oversight of contract, casual, and temporary staff, as well as graduate student hires. Responsible for maintaining relationships with funders, senior government and business leaders.
- **Decision-Making Authority:** makes decisions on development for operational functions (Intact Centre budget, human resources capacity, and content delivery) and research project activity (budget, staffing, and timelines) with approval from the Head, Intact Centre
- **Physical and Sensory Demands:** minimal, typical administrative office environment. No significant physical or psychological risks.
- **Working Environment:** some evenings and weekend work. Moderate travel required within Canada