

Job Description

Job Title:	Operations Manager, CPI
Department:	Cybersecurity and Privacy Institute
Reports To:	Executive Director
Jobs Reporting:	Administrative Coordinator, Event Coordinator, Communications Officer
Salary Grade:	USG 8
Effective Date:	November 2018

Primary Purpose

The Operations Manager, CPI is accountable to the Executive Director of the Cybersecurity and Privacy Institute for the financial management, events management, communications and other administrative functions as required in supporting the research and outreach mission of the Institute. The Waterloo Cybersecurity and Privacy Institute unifies the research activities on cybersecurity and privacy across all faculties. It follows an interdisciplinary, scientific approach developing solutions to the fundamental problems that have the potential to change the landscape of cybersecurity.

Key Accountabilities

Management of the Administrative Functions of the Cybersecurity and Privacy Institute

- Provides oversight and direction of all operational activities that support the advancement of knowledge in the fields of Cybersecurity, Privacy and Quantum Safe communication.
- Provides advice, counsel, management and support for the Institute's day-to-day responsibilities and challenges, in collaboration with the Executive Director.
- Manages support staff and develops problem-solving strategies for human resource issues.
- Provides information for decision-making and strategic planning, and overall day-to-day management of the Institute so that the Executive Director may concentrate on the research and strategic elements of the Institute's mission.

Organization of large-scale events

- Prepares and organizes large-scale events with external guests, such as the CPI Annual Meeting, sponsorship meetings or meetings organized by CPI members, ensuring the coordination of internal resources and a wide participation of key stakeholders.
- Works closely with the CPI Managing Director, the Office of Research, University and Faculty Communications and Government Relations to coordinate all processes, activities and local resources required for the events.
- Ensures wide participation of important stakeholder groups to enhance the Institute's reputation and increase external visibility.

Ensuring Effective Stakeholder Communication

- Coordinates and assists in implementing communication activities of the CPI.
- Works closely with the Executive Director, the Managing Director, University and Faculty Communications and Government Relations to ensure the timely and audience-targeted communication of CPI activities, events, collaboration opportunities and relevant research results.
- Proactively monitors, improves and drives communication activities of the CPI from the collection of relevant events, to the dissemination via selected communication channels, such as the web, email, printed material, press releases and social media.

Support Proposal Preparation and Writing

Job Description



- Assists with the writing of research proposals, including background preparation, fact checking, and translation of technical research information into accurate text that is understandable, readable, and appropriate to the audience and medium.
- Assists in reviewing and editing research proposals to correct for structure, grammar, style, and persuasiveness, along with providing feedback on adherence to university requirements and agency guidelines.
- Coordinates proposal preparation for both small, individual applications and large, multi-author applications, including progress monitoring, integration of text, and review and editing through all stages of proposal preparation.

Financial Management of the Institute's Budget

- Bears responsibility for the day to day operation of the Institute's budget, research activities and financial transactions including financial information gathering, analysis and reporting in collaboration with the officials responsible for financial matters in the Faculties, Office of Research and Finance.
- Develops the annual operating budget, including analysis and control.
- Oversees the financial management of the institute, research funding and liaison with research agencies and officials.
- Provides guidance and direction to the Administrative Coordinator/Financial Officer.
- Provides direction to others in the Institute with regard to financial management for operating, trust and endowment and research funds.
- Offers direction, support and guidance for research funds activity in all areas of the Institute, and works with the officials responsible for financial matters in the Faculties, Office of Research, Finance, Office of Development and Alumni Affairs and the Graduate Studies Office in the coordination of financial information gathering, analysis and reporting.
- Provides management and financial expertise that will ensure the day to day operation of the Cybersecurity and Privacy Institute is efficient, cost effective and supportive of the research and teaching activities.

Establishing and Maintaining Organizational Relationships Internally

- Establishes and maintains strong and collaborative relationships across the university community, specifically with the Executive Officers and Deans of the main Faculties, as they are the departments which provide significant infrastructure support to the Institute, staff, faculty and students within the institute and individuals and agencies both in government and industry.

**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 required in a discipline related to Business Administration, Finance, or an equivalent combination of education and experience.
- Master's degree in Education, Business/Finance is preferred.
- Completion of additional courses in Computer Science, Science, Mathematics, Cybersecurity and/or Privacy preferred.

Experience

Job Description

- 5 years of experience in a similar administrative support role, including demonstrated experience with financial management
- Experience in successfully managing events for a wide audience.
- Experience with multi-disciplined international work such as the department of national defense or a multi-national financial institution.
- Previous work experience in a cybersecurity and privacy related institute or business with similar activity.

Knowledge/Skills/Abilities

- Familiarity with a University environment, including administration and proposal preparation.
- Proven ability to manage a large volume of work, conflicting priorities and deadlines.
- Independent judgment in areas of time management, task prioritization and decision-making.
- Knowledge of University, Faculty, and department policies and procedures.
- Excellent human relation skills, in particular, ability to guide and develop staff and foster constructive team relationships.
- Solid computer competency including word processing, spreadsheet, database, web applications, and those specific to UW.
- Knowledge of applicable legislation and regulatory information specific to UW.
- Knowledge of records management, privacy requirements and best practices.
- Demonstrated effective time-management skills by being adaptable and flexible in prioritizing multiple work assignments to meet conflicting deadlines and handle unforeseen circumstances.
- Exceptional verbal, written and interpersonal communication skills, including maturity, tact and discretion with a wide range of contacts.
- Ability to work effectively in an environment with sensitive and confidential information and situations.
- Skilled at working independently in a supportive and collaborative manner.
- Excellent attention to detail, accuracy, organizational, and prioritizing skills to meet deadlines for budget submissions, course scheduling, grades submissions, etc.

Nature and Scope

- **Contacts:** Internally, makes contact to obtain action, clarify, and discuss information. Contact groups and individuals include but are not limited to: Faculty, staff and students in the Dean of Engineering Office, Dean of Mathematics Office, School of Computer Science, Department of Electrical and Computer Engineering, and other academic and research institutes across campus, along with University of Waterloo Service Offices which includes: Finance, Research, Food Services, Plant Operations, Key Control, Central Stores, Audio-Visual, Procurement and Contract Services, Telephone Services, Creative Services, and Parking. Externally, makes contacts with partner or potential partner organizations to obtain action, clarify and discuss information. Contact groups or individuals include but are not limited to Research Associates and government or industry partner visitors, event suppliers, hotels, travel services, and caterers.
- **Level of Responsibility:** The job is an Institute wide position that has a specialized function and has direct reports. The responsibility includes providing mentoring and leadership to other senior staff members within the Institute (in the technical and instructional areas), especially as it relates to strategic planning, growth and retention of business partnerships, sponsorships and research and human resource functions.
- **Decision-Making Authority:** Makes independent decisions on the deployment of administrative resources in the Institute, including financial and human resources and space and equipment. Provides Executive Director with decision support on the allocation of financial and human resources

Job Description



and school space and equipment to support the mission of the Institute and meet the objectives of the Institute's strategic plan.

- **Physical and Sensory Demands:** High-level attention to detail, ability to focus on task oriented activities and work in artificial light for long periods. Due to the nature of working within an office environment, there may be situations where they need to some lifting, pushing and/or pulling.
- **Working Environment:** Potential for full days or weeks of travel. Regular and irregular working hours, some evening/weekend work required. Minimal exposure to disagreeable conditions typical of a supervisory position.