

Job Description

Job Title:	Associate Director, Administration
Department:	Institute for Quantum Computing
Reports To:	Executive Director, Institute for Quantum Computing
Jobs Reporting:	Executive Assistant to Executive Director, Receptionist/Office Coordinator (2), Visitor Coordinator, Research Appointment Coordinator, Graduate Program Coordinator, Research Financial Coordinator (5)
Salary Grade:	USG 12
Effective Date:	April 2019

Primary Purpose

The Associate Director, Administration is a key senior position at the Institute for Quantum Computing, accountable to the Executive Director. This position provides leadership in human resources administration, oversight of day-to-day operations, facility management, supervision of the administrative team and membership information management.

This role looks to create and provide consistent, professional and excellent customer service to IQC membership, partners and visitors and looks for opportunities for improvements to processes and systems to uphold the reputation of the Institute for Quantum Computing as a world class research institute.

Key Accountabilities

Institute Operations Management

- Oversight of institute operations ensuring a strong customer service and growth focus, aligned to the institute's strategic goal framework
- Identify opportunities for operational efficiency through proper human resources management and effective allocation of financial and operational resources
- Ensure integrity and effectiveness of the core operational processes for all members
- Develop productive, collaborative working relationships within the IQC and across campus
- Ensure adherence to University of Waterloo policies in all operational activities
- Provide communication of administrative matters to senior management team, administrative team and institute membership

Leadership and Human Resources Management

- Oversee, review and revise 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 and promotion activities; serving as a mentor, coach and guide to staff to ensure the successful and collaborative execution of responsibilities
- Manage staff performance including annual staff performance review process
- Lead oversight of resources - ensure roles are aligned with position descriptions and look at re-evaluation when needed
- Manage data and information systems required to gather membership information and statistics for planning and reporting purposes
- Develop and oversee work processes that best support operations

Job Description



<ul style="list-style-type: none">• Serve as key liaison with the Human Resources department on human resources issues relating to the IQC
Space and Facilities Management <ul style="list-style-type: none">• Plans, organizes and implements strategies related to equitable space utilization, in the Quantum Nano Centre (QNC) and the Research Advancement Centre (RAC) supporting the strategic plan for the IQC• Oversee facility management, repairs and renovations, including building accessibility modifications• Oversight of key and fob management, building security and security concerns• Authorize procurement and allocation of all services and products relating to the shared office, meeting room spaces and common areas for Quantum Nano Centre (QNC) and Research Advancement Centre (RAC)
Continuous Improvement and Innovation <ul style="list-style-type: none">• Champion culture that supports continuous improvement and innovation within the operations function of the IQC• Collaborate and maintain strong collegial and productive relationships with other IQC directors to develop solutions and best practices to align with strategic goals• Establish strong relationships with other business and academic units, campus-wide• Regularly review and update tasks with the operations team and department to ensure alignment with institute and uWaterloo initiatives• Identify and lead the development of new software solutions and processes for effective institute operation• Work with University Research Centres (URC) group, operated by the Office of Research, for opportunities of education, idea and resource sharing and collaboration.
Financial Oversight <ul style="list-style-type: none">• Oversee and authorize expenditures for the IQC administrative budget for facilities and administrative operations (\$1M+)• Oversee effective use of institute funds by looking for cost savings opportunities within the institute operational budget• Provide financial input for the institute strategic and annual plan• Ensure the IQC follows university financial and compliance policies and procedures, for effective procurement of goods and services• Ensure the IQC follows Ontario Employment Standards Act, Canada Revenue Agency rules and immigration laws around employment and salaries of staff, contractors, postdoctoral fellows and students

Required Qualifications

Education <ul style="list-style-type: none">• Bachelor's degree required in a related discipline to business administration or finance• Professional training in business and human resources administration preferred
Experience <ul style="list-style-type: none">• Seven (7) to ten (10) years of experience and progressive responsibility in an academic setting, resulting in a strong understanding of the university's collegial and complex organizational structure and governance• Demonstrated ability to identify issues of concern or potential concern, and to advise, coach and manage toward creative and effective solutions• Advanced knowledge of and experience interpreting uWaterloo policies, procedures and guidelines, as well as familiarity with employment standards employment equity, and immigration laws around employment

Job Description



- Strong leadership and team building skills
- Outstanding interpersonal, communication (oral and written) and organizational skills
- Strong project management skills focusing of executing and completing tasks under pressure and managing conflicting priorities and deadlines

Knowledge/Skills/Abilities

- Demonstrated ability to communicate effectively in all mediums with a range of stakeholders
- Demonstrated negotiation skills, ability to influence others toward a unified purpose and promote a respectful, and inclusive culture
- Independent judgement in areas of time management, task prioritization and decision-making
- Advanced proficiency with Excel and intermediate with MS Word
- Experience with FileMaker, SharePoint and University of Waterloo proprietary HR software including iCIMS and WorkDay

Nature and Scope

- **Contacts:** The Associate Director, Administration has regular interaction with other members of IQC senior management team and the Executive Director of the IQC. The incumbent requires the ability to work collaboratively and effectively with colleagues within the institute and with other campus-wide units, on behalf of the IQC. Externally the incumbent works frequently with suppliers and vendors for procurement of goods and services for both QNC and RAC buildings.
- **Level of Responsibility:** This is a senior management position that is responsible and accountable for IQC buildings, facilities and administrative operations. This includes the supervision, leadership development, evaluation and performance expectations for all direct reports.
- **Decision-Making Authority:** Makes high-level decisions pertaining to management and execution of responsibilities falling to the IQC administrative team, including hiring and financial decisions. The incumbent makes decisions that impact the administrative reputation of the IQC relating to its' processes and professionalism with our partners and stakeholders.
- **Physical and Sensory Demands:** Minimal demands typical of a senior staff position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions, typical of a leadership position; exposure to stress and pressure associated with senior-level responsibilities.