

## Job Description

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<b>Job Title:</b>	Manager, Facility Renewal and Planning
<b>Department:</b>	Campus Housing
<b>Reports To:</b>	Assistant Director, Residence Facilities
<b>Jobs Reporting:</b>	Co-ordinator, Facility Renewal and Planning
<b>Salary Grade:</b>	USG 10
<b>Effective Date:</b>	February 2020

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### **Primary Purpose**

The Manager, Facility Renewal and Planning supports the student experience in Campus Housing by ensuring the residence buildings meet the evolving needs of Waterloo students. This collaborative business-facing position manages substantial financial resources, internal and cross-campus processes, and facility asset (non-infrastructure) renewal programs and space utilization planning. The Manager, Facility Renewal and Planning acts as the client liaison with Plant Operations and campus partners and is accountable to the Assistant Director, Residence Facilities for effective Campus Housing capital planning, construction, and functional improvements/alterations in the university owned residence facilities.

### **Key Accountabilities**

#### **Capital Infrastructure and Construction Planning**

- Ensure a comprehensive multi-year Campus Housing capital plan is developed and maintained for the management of Campus Housing physical assets and the delivery of facility renewal/improvements and capital repair projects across the department's residence communities to ensure Campus Housing's facilities meet current and future student requirements.
- Coordinate processes with Campus Housing and campus stakeholders to strategically plan and recommend Campus Housing Capital Infrastructure projects in alignment with University capital planning framework. Ensure that capital infrastructure decisions are in line with departmental objectives, including Campus Housing long range strategic occupancy and financial plans.
- Liaise with Plant Operations partners to facilitate the implementation of capital infrastructure/construction projects by developing and communicating program requirements and ensuring all project plans and implications are understood and managed within Campus Housing.
- Co-ordinate projects in consultation with Plant Operations around buildings' use, minimizing disruption to residents, to maximize student satisfaction experience.
- Conduct ongoing assessment to identify infrastructure needs of Campus Housing and to ensure the capital plans align and remain relevant to university and Campus Housing goals, internal and external trends, and the changing landscape in university housing operations.
- In co-ordination with Plant Operations, facilitate comprehensive condition assessments for all university owned residence buildings, and utilize facility condition data for planning and reporting purposes.
- Create and communicate within Campus Housing, residence Facility Condition and Budget Scenario reports for planning purposes.

#### **Functional Improvements Planning and Coordination**

- Coordinate internal process with Campus Housing stakeholders to plan, recommend, and select Campus Housing functional improvement/alteration projects (i.e.) space renovations and new installations in collaboration with Plant Operations.
- Ensure functional improvement/alterations decisions are aligned with university and Campus Housing strategic objectives and balanced against Campus Housing capital budget requirements.
- Liaise with Plant Operations partners to facilitate the implementation of functional improvement/alteration projects by developing and communicating requirements and ensuring all project plans and implications are understood and managed within Campus Housing.
- Co-ordinate functional improvement/alterations projects in conjunction with planned capital infrastructure and renewal projects and around buildings' use with the least amount of disruption to residents.

### **Facility Asset Renewal/Replacement Planning**

- In conjunction with Campus Housing colleagues, create a facility renewal/replacement inventory and plan for non-capitalized assets and full-building replacement programs including (but not limited to) furniture, appliances, equipment, amenities, flooring, painting, fixtures.
- Facilitate the implementation of asset renewal/replacement plans in close collaboration with Campus Housing and campus colleagues.
- In collaboration with Plant Operations partners, co-ordinate asset renewal projects in conjunction with planned capital infrastructure and functional improvement/alterations projects and around buildings' use to maximize efficiency and ensure the least amount of disruption to residents

### **Space Management**

- Create and oversee internal processes and policies to ensure all residence space is utilized effectively to meet the overall goals of Campus Housing.
- Create and maintain Campus Housing space inventory records for space management that accurately define the ownership, assignment, space type, dimensions, booking processes, and any other pertinent information for space under the stewardship of the department of Campus Housing.
- Co-ordinate space requirements for all functional units in the department of Campus Housing

### **Fiscal Management**

- Manage and oversee the annual (\$9M-\$10M) Residence Facility Renewal and Planning operating and capital budgets, in collaboration with Housing Finance, Plant Operations partners, and service providers which the incumbent works with directly
- Follow university policies and procedures for the effective procurement of services, supplies, and equipment that relate to Campus Housing Facility Renewal and Planning

### **Leadership and Stakeholder Relations** - Provide leadership to students, staff, and campus partners that fosters strong internal and external stakeholder relationships

- Create and maintain positive working relationships by establishing clear, reasonable and mutually agreed upon expectations that align with Campus Housing's mission and the University's strategic plan to help employees and stakeholders create clear paths to success.
- Effectively measure and evaluate performance through both formal and non-formal methods.
- Establish strategies that identify development opportunities for oneself, direct report(s), and team members and develop plans that will enable growth and improved performance.
- Foster and advance relationships with student stakeholders, co-workers in Campus Housing, campus partners, and external stakeholders to aid in the achievement of goals and resolution of escalated issues.
- Maintain currency and expertise in best practices in campus housing facility renewal planning.

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<p><b>Human Resource Management</b> - Overall managerial responsibilities for the unit's human resources including:</p> <ul style="list-style-type: none"><li>• Recruit and train staff (hiring processes, onboarding activities), performance management, promotions and succession planning, staff training/ development, etc.</li><li>• Manage university and departmental personnel policies and procedures as they relate to staff, i.e. illness, injuries, safety, return to work initiatives, vacation, overtime, leaves of absence, etc.</li><li>• Ensure commitment and adherence to safety and wellness program(s) that are highly influenced by Workplace Hazardous Materials Information System (WHMIS) and the Occupational Health and Safety Act (OHSA).</li></ul>
<p><b>Project Management</b> – Accountable for managing and directing the effective co-ordination of multiple projects for the unit in an agile delivery method.</p> <ul style="list-style-type: none"><li>• Organizing of the work of self and delegating the work of others to conduct research, compile statistics, develop reports, and communicate results.</li><li>• Operating as the Product Owner for agile/scrum teams working towards achievement of Facility Renewal &amp; Planning targets in coordination with other Campus Housing scrum teams, Product Owners, and Scrum Masters</li></ul>
<p><b>Measurement and Evaluation</b> – Overall responsibility for establishing and monitoring continuous improvement processes and Key Performance Indicators that measure the overall performance of the unit;</p> <ul style="list-style-type: none"><li>• Set targets and provide oversight for process development measures to ensure effectiveness and continuous improvement goals are achieved.</li></ul>

*\*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

<p><b>Education</b></p> <ul style="list-style-type: none"><li>• Completion of a post-secondary diploma or degree (or equivalent experience) required. Specialization in a project management, construction or facilities management-related field is an asset.</li><li>• Facilities Management credentials are considered assets.</li></ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"><li>• Experience with building management and operations is required.</li><li>• Experience leading others in a team setting is required.</li><li>• Experience developing and managing budgets in excess of \$1M is required.</li><li>• Experience managing multiple projects at once is required.</li><li>• Experience working in an agile work environment is required.</li><li>• Ability to negotiate, resolve conflicts, and solve problems effectively is required.</li><li>• Ability to communicate and relate effectively with technical partners, service providers, and staff is required.</li><li>• Experience with procurement and managing contract providers required</li><li>• Experience making evidence-based decisions required</li><li>• Experience managing in excess of 1M square feet of space considered an asset.</li><li>• Experience with institutional construction estimating/co-ordinating considered an asset.</li><li>• Experience working in a student housing environment considered an asset.</li></ul>
<p><b>Knowledge/Skills/Abilities</b></p>

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- Considerable knowledge of capital planning strategies, models, practices, and techniques is required.
- Considerable knowledge of student development theory and residence design is required.
- Considerable knowledge of the strategies and practices pertaining to the planning, design, construction, and renovation of buildings required.
- Working knowledge of the roles building-related trades play within a facility management operation required.
- Working knowledge of or ability to interpret occupational health and safety regulations, relevant codes i.e.) building, fire is required.
- Ability to read and interpret architectural drawings and specifications required.
- Proficient computing skills, specifically with Microsoft Office applications, financial reporting-related software and facility condition software required.
- Ability to use web related and mobile communication tools required.
- Working knowledge of project and contract management practices preferred.
- Operational knowledge of information systems preferred

### Nature and Scope

- **Contacts:** Internally this position: interacts regularly with Managers in Residence Facilities, along with other Managers and staff in Campus Housing. Provides direction and support to the Facilities Renewal Co-ordinator. Ensures technical advice and recommendations are provided to Assistant Director, Residence Facilities. Collaborates, plans, and exchanges information regularly with colleagues in Plant Operations, the Safety Office, Watcard, Key Control, Procurement and the larger university community. Creates a positive and productive environment for technical staff and others who bring specific expertise that is needed in the residences. Externally, this position interacts occasionally with 3<sup>rd</sup> party service providers (contractors, supply and equipment providers) and liaises with provincial and international service associations.
- **Level of Responsibility:** This position provides leadership, hires, supervises, trains, develops, and provides technical assistance to staff. This includes motivating staff, developing training methods, and authorizing overtime and other forms of compensatory allowances, as appropriate. Monitors, inspects, and documents the work of staff and provides feedback and training opportunities, as appropriate. Influences campus and service providers to ensure outstanding residential accommodation and amenities are provided to students and staff. Provides co-worker support to colleague managers in the Residence Facilities Management Team and acts as a conduit for technical advice and trusted advisor within the Campus Housing on matters pertaining to facilities planning and construction.
- **Decision-Making Authority:** This position has decision-making authority for financial and departmental operations involving capital infrastructure/new construction, functional improvement co-ordination, asset renewal, and space utilization. These include scheduling, service standards, space records, workload/priority management, budget management, and staff supervision. This position provides advisement for long-term capital infrastructure, new construction, and functional improvement projects and is expected to make recommendations to the Assistant Director, Residence Facilities about improved service and business process opportunities.
- **Physical and Sensory Demands:** This managerial role in an office setting involves physical demands and moderate sensory effort resulting in slight fatigue, strain, or risk of injury.
- **Working Environment:** This role is exposed to stress and pressure with managerial positions that are responsible for the work of others and for the supervision of full-time employees. The role involves minimal-moderate exposure to psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. There may be unusual hours or schedules, multiple and /or tight deadlines beyond one's control and constant interruptions (i.e. phone calls, emails and unplanned but urgent service requests) that are impacted by varying student volumes at different times of year resulting from working within a student residential environment.