

## Job Description

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<b>Job Title:</b>	Project Co-ordinator - Recruitment, Training & Development
<b>Department:</b>	Housing and Residences
<b>Reports To:</b>	Manager, Residence Services
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	January 2020

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### **Primary Purpose**

The Project Co-ordinator – Recruitment, Training & Development, is accountable for leading and aligning the execution of recruitment processes, training programs, and professional development activities for 250+ student-staff and 30 full-time and contract professional staff who work within the Department's Student Development and Residence Experience (SDRE) business unit. The Project Co-ordinator works collaboratively with the SDRE management team to design recruitment processes, training and development outcomes, content, and strategies which meet the needs and expectations of each functional area – Residence Life, Residence Learning, Residence Services, Research & Evaluation, and Graduate & Student Family Housing, overseeing the implementation of those strategies, and assessing their effectiveness, success, and return on investment.

The Project Co-ordinator is part of an interdependent and collaborative team committed to integrating the student voice and connecting research and evaluation to our practice in order to continuously build on our understanding of our students' wants and needs and on our knowledge of how living environments contribute to student success. Our curricular approach facilitates the design and delivery of experiences and services so that students achieve priority developmental and educational outcomes

### **Key Accountabilities**

#### **Recruitment Design and Delivery**

- Designs, leads, and supports the recruitment strategies for all Student Development and Residence Experience (SDRE) staff (permanent, temporary) and student-staff (casual).
- Recommends and implements recruitment processes and tools that help standardize, align, and automate processes for organizational efficiency.
- Ensures recruitment strategies within the business unit incorporate industry best practices and align with Human Resources and campus policies/procedures, and relevant employment legislation.
- Collaborates across functional areas within the business unit to develop appropriate recruiting sources for advertising and posting jobs.
- Liaises with SDRE hiring managers to achieve a thorough understanding of all aspects of roles in the functional areas, establish recruitment timelines, and advises on all aspects of the recruitment cycle.
- Supports all SDRE functional area recruitment processes as needed (i.e. participating in interviews, onboarding processes, etc.).

#### **Training and Development**

- Identifies objectives across all SDRE training and development programs and works with each area to determine training and development needs.
- Leads the design, co-ordination, implementation, and evaluation of all activities designed to promote staff and student-staff learning and development (i.e. training, development programs, workshops) ensuring each functional area's training and development needs are met.

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- Leads the co-ordination of deliverables across all SDRE training and development programs, aligning and standardizing training programs whenever possible to create organizational efficiency.
- Advises the team in developing effective pedagogy aiming to improve student engagement and learning outcomes.
- Ensures training and development strategy remains aligned with campus and industry best practices.

### **Assessment**

- Works with managers, staff, and student-staff across functional areas to evaluate and enhance current recruitment processes, training and professional development programs in response to staff needs, departmental strategies, and University priorities.
- Leads the creation of assessment frameworks and outcomes for the purpose of monitoring and analyzing SDREs recruitment processes, training programs, and professional development activities and their impact on job performance, job satisfaction and the student experience in residence.
- Performs needs assessments of the types of development required for SDRE staff and student-staff roles and determines the best means of delivering training.
- Consults, amends, and revises recruitment and training practices as necessary in order to adapt to changing staff needs, and to changes occurring in the work environment.
- Leads the evaluation and documentation of major projects relating to recruitment, training, and development.

### **Partnerships and Collaboration**

- Develops positive, effective, and collaborative working relationships with all SDRE staff.
- Connects frequently with Human Resources and campus partners (Organizational and Human Development, Centre for Career Action, etc.) to incorporate campus conversations and resources into SDRE recruitment, training, and development strategies.
- Works closely with Program and Resources Co-ordinators and SDRE Management Team to align with functional area objectives and needs.

### **Leadership**

- Remains informed of and knowledgeable about current campus policies, university expectations and employment legislation on all items related to recruitment, training, and development of staff.
- Provides leadership, mentoring, and acts as a primary point of contact and centralized resource for SDRE team members who have questions, concerns, or topics to discuss related to training, development and recruitment.
- Leads the identification, design and implementation of SDRE projects that improve service quality, working relationships, stakeholder satisfaction, process timelines, staff capability and performance, and that support the strategic direction of SDRE recruitment, training, and development.
- Researches and implements new initiatives to support goals and enhance staff and student-staff performance within the program.
- Researches best practices within Organizational Development and Learning and provides program, process, and policy recommendations based on findings.
- Anticipates, develops strategies, and exercises due diligence to promote and foster fair recruitment practices – inclusive of diversity best practices.

*\*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**

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- University undergraduate degree required; graduate degree or equivalent experience in a related field (e.g. adult education, organizational behaviour, leadership, human resources) strongly preferred.

### **Experience**

- 3-5 years' progressive project co-ordination experience with demonstrated ability to influence and motivate others. Ideally, experience indirectly managing staff, campus partners or service providers.
- Experience working in student affairs is an asset.
- Demonstrated experience working collaboratively, building consensus and managing sensitivities, perspectives and interests of diverse teams and stakeholder groups in order to execute a strategy is required.
- Human Resources Management Diploma, or equivalent experience is an asset.
- Experience designing curriculum and effective pedagogy, facilitating learning and coaching, and delivering learning and development seminars.

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

- Ability to work effectively in a team and independently to manage multiple and competing priorities, and to adapt to a changing environment.
- Strong written and oral communication and presentation skills. Able to effectively communicate with diverse teams, stakeholder groups, and students in a respectful and professional manner.
- High emotional intelligence is a must; able to build trust, able to identify, empathize with, and work towards resolving conflicting viewpoints and motivations.
- Highly collaborative, adaptable and a strong active listener.
- Proven ability to negotiate with and influence others, exercising leadership without formal authority.
- Ability to take initiative and to identify opportunities for innovation.
- Attitude and aptitude for continuous improvement and change management coupled with a pragmatic and flexible approach to getting things done; interdependently or in a team setting.
- Familiarity with student behaviour and conduct management in a residential environment is an asset.
- Demonstrated ability to learn and apply new concepts, tools, and processes.

### **Nature and Scope**

- **Contacts:** Internally this position will interact regularly with the Assistant Director and SDRE Managers (Residence Life, Residence Learning, Residence Services, Research and Graduate & Student Family Housing), SDRE Co-ordinators and student-staff positions. This position will collaborate often with other staff in the Department of Housing and Residences as well as interact with campus partners (Human Resources, Human Rights, Equity & Inclusion Office, Organizational & Human Development, Occupational Health, Safety Office, Student Success Office, Centre for Teaching Excellence, etc.), external partners and colleagues at other universities and colleges across North America.
- **Level of Responsibility:** This position is responsible for all of the accountabilities listed above.
- **Decision-Making Authority:** This position has responsibility for leading the business unit's strategy development, content creation, execution, and assessment related to staff (30) and student-staff (250+) recruitment processes, training programs, and professional development activities. This position makes recommendations to the Assistant Director about continuous improvement initiatives, curriculum development and program innovations that impact both the incumbent and their colleagues' functional areas within SDRE.
- **Physical and Sensory Demands:** This is in an office setting, yet involves moderate physical demands, along with moderate sensory effort resulting in slight fatigue, strain, or risk of injury.
- **Working Environment:** Minimal exposure to conditions typical of a position exposed to stress and pressure associated with management-level responsibilities. Individual must be able to manage concurrent assignments and prioritize workload in order to meet deadlines. Periods of irregular/high volume will require some evening and weekend work (e.g. student-staff recruitment processes and training programs).

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Occasional participation in the department's emergency on-call rotation (approximately 3 to 4 weeks over the course of the year) is required.