Job Description

Job Title:	Administrative Officer
Department:	Office of the Associate Vice-President, Indigenous Relations
Reports To:	Associate Vice-President, Indigenous Relations
Jobs Reporting:	None
Salary Grade:	USG 9
Effective Date:	April 2024

Primary Purpose

Reporting to the Associate Vice-President, Indigenous Relations, the Administrative Officer is responsible for the oversight and management of all human resources management, financial oversight, administrative structure, and the management of facilities, space, and equipment.

The Administrative Officer is responsible for the management of all operational functions of the Office of Indigenous Relations, an academic support unit working collaboratively on and off campus to advance the goals of the TRC Calls to Action, creating a long-term vision for the University, grounded in decolonization. In this senior administrative staff position, the Administrative Officer provides strategic and operational advice and support to the AVP and senior leaders within a confidential environment while exercising considerable judgment and discretion in their capacity. The Administrative Officer ensures continuity as university leadership changes.

Key Accountabilities

Financial Management

- Ensures that all operating, trust, and endowment funds are soundly managed
- Oversees, reviews, and provides strategic insight and advice for the annual operating budget submission for the OIR Office, ensuring short and long-range financial goals are established and projects are developed to fully support the department's operational and strategic plan
- Manages and implements internal controls, ensuring that University policies and procedures are followed
- Ensures effective use of human and physical resources through planning, directing, and coordinating budgetary allocations and disbursements
- Review the OIR financial position with the Associate Vice-President regularly, providing advice and direction regarding in-year reallocations and adjustments
- Provides financial leadership and direction to OIR staff through one-on-one guidance, coaching and training related to financial, reporting, and budgetary issues
- Oversees one-time payments, honorariums, sponsorship expenses, casual staff and work placement payments
- Reconciles monthly accounts including P-card
- Completes and submits travel and expense claims on behalf of the AVP

Risk Management, Safety, Facilities, Space & Operations Management

- Performs regular internal audits to ensure compliance with risk management strategies, maintaining records of risk management activities and outcomes, and providing regular updates to the AVP
- Manages the health and safety requirements of the unit, overseeing annual inspections to ensure compliance of safety requirements in accordance with the Occupational Health & Safety Act

- Oversees the maintenance, repairs, renovations and new construction in the unit
- Ensures security standards and measures are in place to protect the office, its staff and physical resources, including the management of fob and key access through adequate record keeping
- Manages office restructuring and space allocation with deliberate planning, attention to detail and coordination to ensure smooth transitions and uninterrupted workflows
- Initiates maintenance requests, and coordinates work with Plant Operations and Central Stores
- Liaises with Information Systems Technology (IST) to escalate complex technical issues, coordinating, assigning, tracking, and resolving client-initiated issues on behalf of the OIR Office
- Approves all events using the OIR unit facilities

Project Management

- Liaises with and coordinates actions with diverse internal and external stakeholders for strategic projects to ensure roles are clear and actions are executed effectively
- Oversees the planning, execution, monitoring, and reporting of project-related activities
- Ensures that all projects and priorities are kept on a deadline-driven timetable, monitoring assigned project schedules and timelines, and is accountable for the timely completion of objectives and results
- Reports on progress and performance of strategic projects and initiatives as required, coordinates data collection and management for all units within the portfolio

Administrative Management and Strategic Leadership

- Leads the administrative management of complex calendars for the AVP and senior leadership team, maintaining awareness of upcoming events, scheduling conflicts, ensuring the flow of information to the AVP as required
- Serves as a resource to consult and advise on planning, implementation, and evaluation of complex, sensitive or highly confidential initiatives, special projects, events, or emerging issues
- Books travel on behalf of the AVP
- Oversees all administrative aspects of the IRO office, contributing to priority setting and strategic planning
- Develops spreadsheets, reports, and other tracking materials as required
- Provides leadership and direction to administrative staff, fostering constructive working relationships, setting an effective team agenda, and ensuring performance goals are set and achieved
- Establishes an efficient administrative unit based on best practices
- Organizes meetings that may include multiple internal and external stakeholders and ensures that meetings are prioritized and scheduled based on time sensitivity and importance
- Acts as a resource for informed decision-making and creative problem solving
- Manages administration and follow-ups for the AVP
- Develops spreadsheets, reports and other tracking materials as required
- Responsible for the day-to-day management and activities of the IR office
- Provides support with human resources administration, including staff hiring and onboarding, exiting, completion of required forms and system submissions, compliance training and ensuring adherence with HR policies and requirements
- Research information, fact-checks, options, work planning for the day-to-day operations of the office
- Conducts research on IR related matters and assists with writing reports, presentations, and projects
- Books rooms on campus and takes minutes as required

- Reports on progress and performance of strategic projects and initiatives as required, coordinates data collection and management for all units within the portfolio
- Welcomes guests to the Office and responds to questions and inquiries from visitors

**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. Several years of increasing responsibilities in administrative and leadership experience in the areas of human resources and business administration required.
- Experience working in an academic environment is considered an asset.

Experience

- Considerable administrative experience (5-7 years) implementing innovative administrative processes with the ability to provide strategic, administrative, and operational management at a senior level in a large institution or corporation
- Experience with process and project development with an eye to continuous improvement after implementation
- Strong organizational and analytical skills in the gathering and manipulation of data
- Experience developing, monitoring, and managing large and complex budgets; ability to synthesize and organize financial information; analytical skills
- Ability to quickly assimilate information, analyze data and be able to provide advice, guidance and make sound decisions
- Sound judgment, confidentiality and diplomacy are essential
- Strong technical aptitude and proficiency in a Microsoft Office environment
- Experience working with diverse teams and experience in a politically sensitive environment would be an asset
- Experience supervising staff is an asset
- Knowledge of Indigenous cultures, histories, and peoples and the ability to work effectively with Indigenous populations is an asset
- Experience working in an Indigenous organization or office is an asset
- Ability to speak an Indigenous language is an asset

Knowledge/Skills/Abilities

- Must demonstrate outstanding leadership and management skills and be an accomplished problem solver, demonstrating the ability to make independent decisions
- Advanced knowledge and experience interpreting university policies, procedures, and guidelines
- Strong project management skills and demonstrated ability to manage many matters, conflicting priorities and competing deadlines
- Outstanding organizational, analytical, and problem-solving skills, exceptional time-management skills and meticulous attention to detail
- Excellent interpersonal skills are required, including outstanding verbal and written communication skills and a proven record of demonstrated tact, judgement, and diplomacy
- Demonstrated competency and ability to take initiative, work independently and follow through on work assignments within tight timeframes

- Strong financial reporting skills including budget development and allocation with demonstrated ability to successful operate in a multi-stakeholder and complex environment
- Proven ability to build strong relationships and influence individuals at all levels of an organization, as well as external constituents. Collaborative team player comfortable executing and taking constructive input from multiple sources
- High ethical standards with a strong commitment to maintain confidentiality and treat sensitive information with discretion Job Description
- Reflect a positive attitude by engaging, listening, and seeking to understand the needs of all stakeholders
- Proven ability to deescalate challenging situations effectively when dealing with the public
- Demonstrated flexibility and adapt readily and effectively to changing and urgent demands

Nature and Scope

- **Contacts:** The AO reports directly to the AVP and works closely with the OIR Leadership Team as well as with faculty; staff; students; the Secretariat; the Provost and President's Office; Human Resources; Central Stores; Plant Operations; Finance; Procurement Service and numerous departments across campus with community groups and various stakeholders.
- **Level of Responsibility:** This position is responsible for providing support, advice, and assistance to the AVP and direct reports in all areas of their work. This position is responsible for the direction and management of the day-to-day administrative and working order of facilities for the IR office. The Administrative Manager will use judgement to assist in the formulation of decisions in a highly confidential environment and will be involved in developing recommendations to settle highly sensitive, confidential matters that are critical to the university.
- **Decision-Making Authority:** : Full discretion to act and works with a high degree of independence and exercises judgment and discretion in the organization and performance of duties subject to a broad set of directions and guidelines from the AVP. The AVP will confirm priorities but initiative and follow through on a variety of tasks or projects will be required without direct supervision. This includes the research and analysis needed to support new initiatives and changes to practices. The AO makes decisions on timelines, budget allocation, staffing resources to meet the strategic objectives of the office.
- **Physical and Sensory Demands**: Minimal demands typical of a position operating within an office environment.
- **Working Environment:** This role involves minimal physical or psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. These may include lack of control over work pace due to work processes, irregular and/or high volumes beyond one's control, multiple and/or tight deadlines beyond one's control and constant interruptions Job Description (e.g. phone calls, e-mails, unplanned but urgent support requests). Occasional travel may be required. Regular working hours, evening/weekend work as required.