

## Job Description



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<b>Job Title:</b>	Administrative Officer
<b>Department:</b>	Office of the Vice-President, Administration and Finance
<b>Reports To:</b>	Director, Strategy and Operations
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 12
<b>Effective Date:</b>	September 2022

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### **Primary Purpose**

The Administrative Officer reports directly to the Director, Strategy and Operations and is responsible for supporting the day-to-day administrative oversight of the Office of the Vice-President, Administration and Finance (VPAF Office). The Administrative Officer is the senior administrative staff position responsible to provide support across the VPAF portfolio. This portfolio manages several key administrative units which requires professional support in a complex and highly confidential environment. This position supports the VPAF and the Director, Administration and Finance in planning and co-ordination of administrative operations of the department, including assistance with human resource administration, management of IT requirements, managing operating accounts, financial reporting, paying invoices and reconciling expense accounts. This position is a primary administrative contact for senior administrative leaders, Deans, faculty and staff members, and the general public. The Administrative Officer will provide sound direction to the Office and act as a proxy for the Director, Strategy and Operations on administrative matters during absences from the campus.

### **Key Accountabilities**

#### **Strategic Support and Leadership**

- Supports and provides advice and guidance to the VPAF and Director, Strategy and Operations
- Provides administrative support with in-depth knowledge and management of a high volume of files and various matters and the overall day-to-day operations of the VPAF Office
- Ensures the effective management of confidential and highly sensitive information
- Monitors cross-portfolio initiatives to ensure progress aligned with portfolio objectives
- Serves as a primary point of contact for visitors, staff, faculty members or students contacting the VPAF Office, to consult and advise on planning, implementation and evaluation of complex, sensitive or confidential matters, answering or re-directing inquiries as appropriate
- Identifies urgent issues that require immediate attention and facilitates a resolution, escalating issues that require VPAF and/or Director, Strategy and Operations attention, where necessary
- Maintains a strong knowledge base of university policies, procedures and guidelines, resources and services, developing and fostering strong and constructive working relationships with senior leadership and administration of the University and often serving as a resource to consult and advise on internal and external information
- Promotes a culture of continuous improvement in terms of efficiency and leveraging systems capacities and new technologies
- Supports the VPAF and Director, Strategy and Operations by overseeing all changes and updates to the internal workflow processes and procedures in the VPAF Office
- Supports the VPAF and the Director, Strategy and Operations with governance matters for the Board/Senate/Committees as well as internal administrative committees and committees

### **Financial Management**

- Supports the Director, Strategy and Operations in managing and overseeing the VPAF Office operational budget and monitors allocations in order to make recommendations to work processes and/or resource allocation to meet defined budgets, as needed
- Supports the VPAF to ensure the day-to-day financial activities of the office are carried out according to beset practices and comply with University policy and procedures
- Supports the VPAF by assisting with internal control, monitors all accounts and investigates over expenditures or irregularities
- Reconciles monthly accounts including P-card
- Completes and submits travel and expense claims on behalf of the VPAF and Director, Strategy and Operations

### **Administrative & Office Management**

- Establishes an efficient administrative unit based on best practices
- Ensures the VPAF is prepared for meetings by means of daily briefing folders, briefing notes, and/or other documents and provides advice on approaches to issues
- Generates briefing notes for various meetings, follow-up on actions from meetings
- Leads the administrative management of complex calendars of the VPAF and Director, Strategy and Operations
- Books travel on behalf of the VPAF
- Assists in organizing meetings that may include multiple internal and external stakeholders and that meetings are prioritized and scheduled based on time sensitivity and importance
- Provides relationship management and administrative co-ordination for VPAF including preparation of reports, and agendas
- Assesses filing systems and processes to ensure efficiency and effectiveness and proposes and implements changes where necessary and desirable
- A resource for informed decision-making and creative problem-solving
- Drafts, prepares and is accountable for digital content for the departmental website
- Manages administration and follow-ups for VPFA
- Responsible for records and information management with the VPAF office in accordance with University records management and retention policies guidelines and legislated requirements
- Develops spreadsheets, reports and other tracking materials as required. the highest level of accuracy is required
- Assists the VPAF and Director, Strategy and Operations and Finance by tracking progress of annual workplan/key priorities and metrics
- Provide leadership and direction to administrative and events staff, fostering constructive working relationships, setting an effective team agenda and ensuring performance goals are set and achieved
- Serve 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
- Conduct, direct, design, and implement administrative systems and structure including work processes and procedures
- Recommend changes/improvements and follow through to implementation of all technical and service matters for the physical office
- Manage office restructuring and moves with deliberate planning, attention to detail and coordination ensuring smooth transitions and uninterrupted workflows
- Leverage extensive contacts and relationships across campus to solve problems, gather data and ensure administrative initiatives are successful

### **Human Resource Administration**

- Engages with Human Resources staff on issues involved in the hiring and reviewing of members of the VPAF team. Ensure appropriate monitoring and reporting is completed in regard to performance evaluation process
- Manage and monitor adherence to administrative policies and procedures in all human resources operations and activities (e.g., privacy and retention) and ensure appropriate advice is sought and reviewed on sensitive issues
- Provide consistent, knowledgeable and comprehensive human resources management and support to the Director, Strategy and Operations and his/her direct reports to deliver expected results to nurture and provide effective leadership for their respective teams, establish strategic departmental goals and ambitions, and maintain a positive working environment
- Organize, coordinate and track annual staff performance reviews including collection and review of all evaluations and documentation
- Support the Director, Strategy and Operations to map, track and manage professional development and training of staff within the VPAF portfolio to ensure career planning, coaching and training opportunities are available to all staff allowing senior leaders to clearly measure and communicate job development to their respective staff
- Support the Director, Strategy and Operations to establish an effective onboarding system committed to providing new staff the support and resources required to ensure their success; complete ongoing monitoring of onboarding with senior leaders to ensure effective onboarding is in place

*\*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**

- University undergraduate degree preferred, or equivalent combination of education and experience including several years of increasing responsibilities and administrative experience and leadership

#### **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 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
- Must demonstrate outstanding leadership and management skills and be an accomplished problem solver, demonstrating the ability to make independent decisions
- Advanced knowledge of and experience interpreting University policies, procedures and guidelines
- Sound judgment and diplomacy are essential
- Strong technical aptitude and proficiency in a Microsoft Office Environment

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

## Job Description



- Strong project management skills and demonstrated ability to manage a large number of matters, conflicting priorities, and competing deadlines
- Outstanding organizational, analytical and problem-solving skills, exceptional time-management skills, and meticulous attention to detail
- Verbal and written communication skills to clearly express ideas in an objective and discretionary manner
- Demonstrated competency and ability to take initiative, to work independently, and follow through on work assignments within tight timeframes
- Strong financial reporting skills including budget development and allocation with demonstrated ability to successfully 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
- 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  
Demonstrate flexibility and adapt readily and effectively to changing and urgent demands

### Nature and Scope

- **Contacts:** Regular contact with the VPAF and his/her direct reports, Director, Strategy and Operations, Office of the President, all Vice-Presidents and other senior administrative leaders, Deans, faculty, students, staff and external stakeholders
- **Level of Responsibility:** This position supports the VPAF direct and reports to the Director, Strategy and Operations in the administrative operation and efficiency of the VPAF Office. This position often acts as a point of first contact to triage high profile and time sensitive matters
- **Decision-Making Authority:** Significant level of responsibility and accountability to provide guidance and problem-solving support to the VPAF and the VPAF office on a wide range of administrative issues involving strategic and operational matters, which may include interpretation of guidelines, policies, and/or procedures or which may require decisions for which no known precedent exists. Often manages highly confidential issues for the Office. Provides direct support to the VPAF and Director, Strategy and Operations. The VPAF Office manages highly complex issues and requires decisions to eliminate or mitigate significant areas of risk to the University.
- **Physical and Sensory Demands:** This position requires exemplary customer service, sound judgment, strong work ethic, calm demeanor, ability to work under very tight and challenging time constraints, constant interruptions and competing priorities. This position requires a high mental and visual concentration while working at the computer for extended lengths of time maintaining a high attention to detail.
- **Working Environment:** Regular working hours with some evening/weekend work as required in emergency situations or in peak periods. Minimal exposure to disagreeable conditions typical of a position exposed to stress and pressure associated with conditions typical of a C-level office
- There is the requirement for extended work hours beyond normal work schedules when deadlines need to be met.