

Job Description



Job Title:	Faculty Services Manager
Department:	Office of the Dean of Arts
Reports To:	Executive Officer
Jobs Reporting:	None
Salary Grade:	USG 8
Effective Date:	September 2022

Primary Purpose

The Faculty Services Manager is responsible for ensuring the accuracy and timeliness of appointments and academic processes for the Faculty of Arts. This position independently supports governing and administrative councils and committees and provides support to the senior management team for data management and integration across a wide range of functional areas. The incumbent provides confidential advice and guidance consistent with policies, procedures and best practice. The Faculty Services Manager provides institutional memory and stability, keeps record of the governance and administration of the Faculty, ensuring adherence to related policies, procedures and ensuring continuity between successive administrations.

Key Accountabilities

1. Administration of appointment procedures and academic processes

- Is responsible for administering or overseeing all faculty and non-faculty appointments for the Faculty of Arts including tenured, probationary, definite term, special lecturer, research, visiting, post-doctoral fellow and adjunct appointments; supervises appointment related paperwork (if work is done by others) and ensures accuracy and timely completion of the process
- Works closely with the Faculty Services Coordinator and the Executive Assistant to the Dean, providing managerial guidance and support where needed
- Troubleshoots questions on appointment types, and makes recommendations to senior leaders
- Supports faculty recruiting efforts including managing Job Bank postings and acts as the liaison with Immigration Services on the hiring of foreign nationals
- Provides initial review of submissions to the University Appointments Review Committee (UARC)
- Manages the tenure and promotion process including committee membership, liaises with external examiners, prepares materials for distribution to the Faculty Tenure and Promotion Committee (FTPC) and University Tenure and Promotion Committee (UTPC), schedules meetings and records minutes
- Manages process for Faculty Performance Review
- Oversees process for sabbatical and other leaves of absence
- Expert on policies, procedures and guidelines on appointments and academic processes
- Provides coaching and support to administrative staff in the academic units on the interpretation of policies, and administration of academic processes
- Manages administrative appointments for senior leadership roles in the Faculty
- Acts as a resource within the Faculty of Arts on the administration of all academic matters related to appointments, tenure and promotion, sabbaticals and other leaves
- Identifies opportunities to streamline existing processes; investigates and supports the transition from paper-based to electronic systems

2. Administrative leadership on committees

- Provides leadership and guidance (directly and with the Executive Assistant) to various governing bodies and administrative committees
- Represents Dean's office on Department Chair Nominating Committees, works with Executive Assistant on committee membership and required documentation
- Acts as back up support to Arts Faculty Council (AFC), Arts Honours and Awards Committee (AHA), Arts Endowment Fund (AEF)
- Initiates communication with departments and other Faculties to solicit members as required for various committees and administrative appointments
- Oversees meeting logistics including room bookings, catering, etc.
- Prepares agenda and related materials for distribution to committee members, manages presentation needs, and related equipment
- Prepares official correspondence on behalf of committees, tracks and reports on progress of action items, and maintains the institutional record for the Faculty

3. Records management and training

- In collaboration with Academic Support Units, facilitates information sharing and coaching to Faculty and staff on policies and processes related to Academic activities
- As directed by the Executive Officer, implements the action plans and training resulting from the Faculty's operational plan
- Translates results of routine data analysis into reports and presentations
- Supports existing and initiates new datasets; maintains relevant data files
- Extracts and verifies data for membership and voter lists
- Develops processes to track Faculty agreements (records), related to, but outside of employment agreements

4. Other administrative functions, including but not limited to:

- Supports the activities of the Executive Officer and Faculty Administrative Officer as required
- Serves as a resource for the application of policies, procedures, guidelines and best practices for academic processes in the Faculty of Arts
- Supports time sensitive key accountabilities of several administrative roles within the Office of the Dean of Arts as needed to ensure exceptional service to academic, administrative support units and campus partners
- Works collaboratively with the Executive Assistant and the Faculty Services Coordinator

**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 preferred. Equivalent combination of education and experience may be considered

Experience

- Minimum of 5 to 7 years of progressive responsibility in an academic setting and a solid understanding of the university's collegial and complex organizational structure
- Demonstrated knowledge of university policies and procedures, governance, academic processes
- Thorough understanding of relevant policies to support student appeals; must possess high degree of tact, diplomacy and discretion in guiding students through the appeal process
- Experience with data management, warehousing, analysis, and preparation of reports and presentations

Knowledge/Skills/Abilities

- High level of computer literacy and willingness to learn new programs; knowledge about data analytics considered an asset
- Demonstrated ability to work effectively and discreetly with confidential and sensitive information
- Must possess strong client service focus and sensitivity to diversity
- Exceptional organization skills with the proven ability to work on multiple projects simultaneously with competing demands and strict deadlines
- Proven ability to work collaboratively with senior leadership, colleagues, students, and campus partners
- Proven ability to build strong relationships and establish trust
- Demonstrated aptitude for successfully working in a team-oriented environment
- Demonstrated sound judgement, tact, discretion, and professional integrity
- Exemplary interpersonal and communication skills
- Strong attention to detail, ability to work independently, take initiative and anticipate future needs and potential issues
- Proven problem-solving abilities, conflict management skills
- Advanced knowledge of Microsoft Office including Outlook, Word, Excel and PowerPoint, WCMS required. Experience working with MS Power BI, SharePoint, mailing lists, databases desired

- Advanced knowledge of and experience interpreting university policies, procedures, and guidelines

Nature and Scope

- **Contacts:** Internal: Dean of Arts, Associate Deans, Chairs, Directors, Executive Officer, Faculty Administrative Officer, academic and administrative support units, Office of the Vice President Academic and Provost, Secretariat, Legal and Immigration Services, Human Resources. External: external examiners, visitors, guest speakers.
- **Level of Responsibility:** Responsible and accountable for the execution of all faculty academic processes and administrative management as described above; specialized client service requiring a high degree of independent and proactive work with minimal supervision.
- **Decision-Making Authority:** Responsible for the administration of appointments and academic processes as outlined above.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment. Exposure to confidential and sensitive matters requiring timely response.
- **Working Environment:** The Office of the Dean of Arts is a busy, team-oriented environment. The office responds to requests to assist faculty and students in their teaching, learning, research and related activities, as well as to questions and requests from staff within the Faculty and across campus. Close communication and sharing of workloads is essential.