

Job Description

Job Title:	Policy Support Coordinator
Department:	Office of the Associate Vice-President, Faculty Planning and Policy
Reports To:	Director, Policy Planning and Decision Support
Jobs Reporting:	None
Salary Grade:	USG 8
Effective Date:	August 2023

Primary Purpose

The Policy Support Coordinator provides expert administrative support to the Directors, Policy Planning and Decision Support and Faculty Relations as well as to the Associate Vice-President, Faculty Planning and Policy, including but not limited to policy management, and relevant committee logistics. The Policy Support Coordinator is an integral contributor to the Office of the Associate Vice President, Faculty Planning and Policy and must observe strict rules of confidentiality in handling highly sensitive materials.

This position is an integral component of a highly collaborative team. The incumbent demonstrates initiative, personal accountability, outstanding time management skills and excellent judgment in prioritizing duties, responsibilities, tasks, and projects to ensure accurate and timely completion. The incumbent also welcomes and fosters a collaborative work environment with all staff with a high level of precision, demonstrating attention to detail, efficiency, and a commitment to excellent client service. Professional writing skills and attention to detail are essential to this position.

Key Accountabilities

Decision Support

- Assists with the management of processes brought to the Office of the AVP FPP under Policy 33 – Ethical Behaviour, Policy 36 – Dispute Resolution for University Support Staff, Policy 42 – Prevention of and Response to Sexual Violence, Policy 70 – Student Petitions and Grievances, Policy 71 – Student Discipline, Policy 72 – Student Appeals, the Memorandum of Agreement – UW/FAUW. This necessitates an understanding of the governing documents, procedures, timelines, forms, documentation, and individuals and offices that may be involved and involves reviewing draft documents and correspondence, identifying deficiencies and recommending improvements, communicating with stakeholders and drafting as required.
- 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.
- Attends meetings as requested, including intake meetings.
- Offers advice on prioritization of matters considering urgency, deadlines and other requirements.
- Research as assigned, including research related to internal processes, external process and best practices.
- Ensures deadlines are met and procedures are followed.
- Organizes and manages files, including requesting, indexing, and organizing documents.
- Ensures integrity of records related to policy-based processes.
- Maintains knowledge of current events and matters of concern, to offer suggestions related to unprecedented decisions.
- Ensures that matters are closed and documents closings accordingly.

Policy Development Assistance

- Assists with the management of work in support of Policy Drafting Committees and Relations Committees assigned to the Directors of Policy Planning and Decision Support and Faculty Relations, as well as the AVP FPP (as required), including drafting and reviewing documents, gathering and organizing feedback, and responding to requests for information.
- Demonstrates a solid understanding of Policy 1 – Initiation and Review of University Policies and the requirements contained therein.
- Compiles historical information on policy matters.
- Compiles environmental scans on policies and procedures at other institutions and makes recommendations on best practices.
- Strategizes on methods to move policy work forward and assists in establishing priorities.
- Drafts and manages documents and communications related to policy development as requested.
- Assists with the comparison of newly drafted or redrafted policies, procedures, and guidelines for consistency with other existing policies, procedures and guidelines.
- Contacts representatives from other institutions for guidance on best practices where applicable.
- Attends meetings as requested.
- Other policy related tasks as assigned.

Administrative Leadership and Support

- Supports and provides advice and guidance to the Directors and the AVP based on thorough understanding of administrative and procedural practices in a University environment.
- Drafts and manages unit communications to the university community.
- Ensures the Directors and the Associate Vice-President are prepared for meetings by means of briefing folders, notes.
- Develops spreadsheets, reports and other tracking materials as required with the highest level of accuracy.
- Provides administrative support to the Director, Policy Planning and Decision Support and Faculty Relations for committee work, specifically in managing meeting logistics and preparing for meetings whether held in-person or online.
- Arranges meetings for several committees and councils, often for large groups, usually involving complex and demanding individual schedules.
- Liaises with other support staff, both within the unit and throughout the campus community, to aid in efficient and effective conduct of committees.
- Fields general questions and correspondence from committee members.
- Maintains committee and council records, membership lists, databases, and websites with special attention to timely updating, accuracy, currency and consistency, and compliance with UW governance processes.
- Develops and maintains Office websites, SharePoint sites, filing systems and other relevant records to reflect current legislation, best practices.
- Develops and implements innovative strategies to improve process, procedures, records and file management.
- Undertakes research, as directed by the Directors and AVP.
- Other administrative duties as assigned.

University Appointments Review

- Demonstrates familiarity with Policy 76 – University Appointments Review Committee.
- Manages processes related to University appointments, including the maintenance of complete, up-to-date files, master charts, SharePoint sites and other records.

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- Compiles data as required.
- Responds to requests for guidance from the University community.

**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

Experience

- A solid understanding of the post-secondary education sector is considered an asset.
- Experience in administrative law is ideal, however, a demonstrated record of high-level administrative assistance where attention to detail, superior written and verbal communication skills, and superior time management and organizational skills were required will be valued.
- Demonstrated experience working in a highly confidential environment at the executive level.
- Demonstrated competency in confidential file management.
- Proven project management experience and the ability to manage numerous projects concurrently

Knowledge/Skills/Abilities

- Understanding of administrative law.
- Demonstrated outstanding interpersonal and relationship-building skills, tact, judgment and diplomacy and positive and helpful attitude.
- Ability to apply principles to factual situations.
- Ability to understand and appreciate diverse points of view about complex and often inter-related issues.
- Demonstrated ability to take initiative and work independently in a fast-paced and challenging environment.
- Organizational and planning skills, with ability to think logically and to anticipate issues.
- Independent judgment in areas of time management and task prioritization.
- Ability to balance competing demands on tight deadlines within a results-oriented environment.
- Demonstrated experience with filing systems and ability to manage large files, including requesting, indexing and organizing documents with unwavering attention to detail.
- Demonstrated ability to effectively handle large volumes of work; ability to calculate procedural timelines and ensure adherence to same.
- Understanding of the mandates of several committees/councils and a familiarity with the mandates of all such bodies supported by the Secretariat.
- Familiarity with UW policies, guidelines, and procedures.
- Awareness of national current issues and events in post-secondary education.
- Ability to handle confidential materials with discretion.

Nature and Scope

- **Contacts:** Internal: Communicates with the Senior Leadership team of the University, including vice-president academic & provost, president of the faculty association, president of the staff association, Faculty deans and associate deans (graduate/undergraduate) on sensitive matters including grievances, appeals and committee membership. For appeals, also communicates with students, staff, and faculty members to obtain, clarify and discuss information or to answer questions. Interacts for the

purpose of receiving instruction, scheduling or information gathering or sharing with the leadership team, Faculty deans and other senior administrators. External: This position will have contact externally with lawyers and arbitrators, and with faculty members of other institutions.

- **Level of Responsibility:** The Coordinator performs no direct supervision of others. The Coordinator will use judgment to make decisions in a highly confidential environment at the executive level. The Coordinator will be involved in developing recommendations to settle highly sensitive, confidential matters that are critical to the university.
- **Decision-Making Authority:** The Coordinator is expected for the most part to be self-directed in responding to inquiries.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment.
- **Working Environment:** This role involves minimal psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. There is exposure to emotionally disturbing experiences and/or interactions with people who are upset, angry, or unpredictable (e.g., dealing with students, staff or faculty members who have submitted appeals), some situations may require escalation. The role involves irregular and/or high volumes and multiple and/or tight deadlines beyond one's control (e.g., multi-tasking, conflicting and multiple timelines/deadlines) and high demands for accuracy and completeness. There may be unusual hours (e.g., flexible/extended work hours to meet changing priorities, pressing deadlines or tribunal availability); irregular and/or high volumes and multiple and/or tight deadlines beyond one's control, and constant interruptions (e.g., calls, e-mail). There is frequent need to give close attention to various stimuli such as written material and information communicated verbally to/from co-workers. There are strict deadline pressures and potential for multiple, sometime competing priorities and frequent interruptions. Thoroughness, accuracy and attention to detail are required. The incumbent will routinely deal with confidential and sensitive information and records.