Job Description

Job Title:	Administrative Coordinator
Department:	Sexual Violence Prevention and Response Office (SVPRO)
Reports To:	Director, SVPRO
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	October 2023

Primary Purpose

The Administrative Coordinator is responsible for the oversight and management of all administrative, financial, human resource and operational functions of the office. In this senior administrative staff position, the Administrative Coordinator provides strategic and operational advice and support to the Director within a complex and highly confidential environment that supports students, staff, and faculty on campus. The Administrative Coordinator is the primary administrative contact for internal and external stakeholders, and is required to utilize a trauma-informed, anti-oppressive and intersectional lens when interacting with all those who access the SVPRO.

Key Accountabilities

Client Support

- Is a first point of contact for clients accessing in-person SVPRO services, supporting a safe and welcoming environment
- Applies trauma-informed, anti-oppressive approaches when responding to someone presenting in distress
- Uses verbal de-escalation skills to respond to difficult behaviour; consults with the Director, SVPRO and SVPRO staff to resolve complex situations when necessary
- Assists with immediate support when a client presents in distress until they are connected with an appropriate support person
- Responds to requests for information by providing accurate details about available resources, programs, and/or services both on and off campus

Financial Administration

- Manages the annual operating budget for the SVPRO, providing strategic oversight and advice for the annual operating budget submission for the SVPRO, ensuring short and long-term range financial goals are established and projects are developed to fully support the departments operation and strategic plans.
- Collaborates and coordinates with administrative roles across campus in cross-departmental initiatives.
- Ensures the day-to-day financial activities of the office are carried out according to best practices and comply with university policy and procedures.
- Manages awards, grants, contract payments, honorariums, sponsorship expenses and special project funding.
- Reconciles monthly accounts including P-Card
- Supports SVPRO staff with submissions for travel and expense claims

- Prepares detailed budget reports, projections and summaries. Reviews the SVPRO financial position with the Director on a regular basis, providing advice and direction regarding in-year reallocations and adjustments.
- Contributes to the annual budget review and planning for the SVPRO. Advises the Director, SVPRO on matters related to spending throughout the budget year.

Administrative Support

- Assist in daily workflow of SVPRO through general administrative support for staff (ex. distribution of information, sharing of resources, etc.)
- 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
- Coordinates and organizes meetings with internal and external stakeholders on and off-campus, managing invitations and RVSPs, drafting agenda materials, preparing handouts and reports, assisting with electronic presentations, taking minutes, producing meeting notes, handling responses and attending to special requests
- Provides logistical and practical support and coordination for SVPRO events, activities, and initiatives
- Manages and coordinates travel arrangements for SVPRO staff which can include transportation, accommodation, conference registration, etc.
- Independently navigates a high volume of competing requests and multiple interruptions
- Actively engages in the development, implementation, and ongoing maintenance of relevant administrative procedures and protocols
- Identifies opportunities for improvement of client experiences, staff support, and general workflow
- Assists with training, onboarding and support for new employees, as coordinated by the Director
- Monitors and maintains office supplies and approved equipment needs
- Monitors and maintains supplies for events, booths, client sessions, and other activities and initiatives
- Assists with ongoing and one-time projects or initiatives as delegated by the Director.

Facilities and Operations Management

- Ensures well-functioning buildings and equipment by overseeing facilities, physical assets, and capital equipment of the SVPRO
- Ensures security standards and measures are in place to protect the office and its staff and physical resources, including the management of fob and key access
- Manages office restructuring and space allocation with deliberate planning, attention to detail and coordination to ensure smooth transitions and uninterrupted workflows
- Initiates maintenance requests, coordinates work with Plant Operations and Central Stores
- Liaises with Information Systems Technology (IST) to escalate complex technical issues, coordinating, assigning, tracking, and resolving issues on behalf of the SVPRO
- Serves as the Academic Support Computer Representative for the SVPRO
- Acts as the Health and Safety Coordinator for the SVPRO, overseeing annual inspections to ensure compliance of safety requirements for the Occupational Health & Safety Act
- Receives complaints/concerns about personal safety in the working environment, initiates appropriate response mechanism, ensures incidents are records and reported as required
- Liaises with the Health & Safety Office to create ergonomic office arrangements, sourcing products, purchasing, and coordinating installation as required
- Ensures emergency plan and first aid kits are kept current, due to frequent building and staffing changes

**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

- Post-secondary education in a related field or suitable combination of education and experience including several years of increasing responsibilities and administrative experience.
- Specific education or training in Office Administration, Business Administration, or related discipline is an asset

Experience

- Considerable administrative experience (5+ 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
- Demonstrated experience applying trauma-informed, anti-oppressive approaches to their work, as well as experience in utilizing de-escalation techniques
- 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
- Ability to quickly assimilate information, analyze data and be able to provide advice, guidance and make sound decisions
- Sound judgement, confidentiality and diplomacy are essential
- Strong technical aptitude and proficiency in a Microsoft Office environment
- Experience working within a post-secondary environment is preferred
- Experience working with diverse teams and in a politically sensitive environment is considered an asset

Knowledge/Skills/Abilities

- Understanding of sexual and gender-based violence in a university context, and how this may present within the work and study environments
- Strong experience interacting with those who have experienced trauma, being able to demonstrate supportive response skills, manage strong emotions, offer support, and utilize de-escalation skills when necessary
- Collaborative team player who is comfortable working within a multi-disciplinary environment and receiving constructive input from multiple sources
- Must demonstrate outstanding management skills and problem-solving abilities, which includes flexibility and the ability to adapt readily and effectively to changing and urgent demands
- 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 time-management skills, as well as meticulous attention to detail
- Strong financial reporting skills including budget development and allocation with demonstrated ability to successfully operate within a multi-stakeholder and complex environment

- Capable of working within an environment where there will be a varying degree of volume, emotional states and highly confidential information being shared
- Strong experience working within a high stress environment dealing with sensitive, confidential information, with integrity and discretion
- Demonstrated ability to work collaboratively and communicate effectively with a wide range of stakeholders
- Proven ability to manage a high volume or work with conflicting priorities and deadlines
- Excellent oral and written communication, organization, and problem-solving skills
- Maintain a clear Police Vulnerable Sector Check and Criminal Record Check

Nature and Scope

- **Contacts:** The Administrative Coordinator reports to the Director, SVPRO and works closely with the rest of the SVPRO Team. Internally, this role would also work closely with campus stakeholders including senior administration faculty, staff, and students. Externally, this role will communicate with community groups and other community stakeholders.
- **Level of Responsibility:** Manages office functions, including financial and administration services for the SVPRO. Financial accountability includes managing the budget process, provides advice regarding budget development, and reports regularly to the Director. The Administrative Coordinator has signing authority for all accounts and oversees purchasing and financial management across the department. The Administrative Coordinator is accountable for the salary budget including salary transfers and corrections. This role ensures compliance with various regulatory standards.
- **Decision-Making Authority:** The Administrative Coordinator is expected to be self-directed in executing their responsibilities. The role has a mix of defined, specialized, routine, and non-routine tasks and requires sound judgment, tact, and discretion in juggling and executing these responsibilities. This position will make recommendations to the Director regarding the execution of their responsibilities.
- **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 (e.g. phone calls, e-mails, unplanned but urgent support requests). Occasional travel may be required. Regular working hours, evening/weekend work as required