

Job Description

Job Title:	Manager, Business Process
Department:	Office of the Registrar, Marketing & Undergraduate Recruitment
Reports To:	Director, Marketing & Communications
Jobs Reporting:	Co-ordinator, Recruitment Operations
Salary Grade:	USG 11
Effective Date:	October 2023

Primary Purpose

The Manager, Business Process, is responsible for MUR's project management infrastructure, the advancement of strategic operational initiatives, process analysis and improvement, business systems usage and organization, and development of standard operating procedures.

This role is accountable for gathering data, analyzing processes, and understanding applicable metrics to make appropriate recommendations to progress initiatives toward MUR's mission and vision. They work closely with MUR's Director, Marketing and Communications, and Director, Undergraduate Recruitment, to manage core business processes and initiatives in support of the University's undergraduate domestic and international recruitment goals.

Providing project management leadership and training to a highly capable team of marketing and recruitment professionals while staying up to date with the latest operational technologies and trends is a critical part of this role. This position is responsible for identifying opportunities for innovation in order to have a substantial effect on the achievement of the University's undergraduate enrolment management and revenue objectives.

Reporting to the Director, Marketing & Communications, and in collaboration with colleagues in the Registrar's Office, and campus partners, they play critical operational support role in managing undergraduate recruitment initiatives that effectively build on the University's global brand reputation.

Key Accountabilities

Process Analysis and Continuous Improvement

- Guides the development of the MUR's strategic planning and policy development processes, multi-year workplans and detailed current year operating plan, including measurement and evaluation of the workplan initiatives.
- Responsible for maintaining, improving, and expanding the assessment, initiation, planning, and execution of new ideas and continuous improvement processes.
- Oversees MUR's progress toward goals through tracking and measuring to identify opportunities to enhance systems and guide the continued evolution of the department's processes and procedures (this includes priorities in relation to the RO or across campus).
- Maintains core operational work inventories and monitors alignment to the enrollment management marketing funnel and the MUR focus areas and goals, including key performance indicators for operational work.
- Provides back-end support of our ideas and initiative management tools, processes, and inventories.

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- Leads key projects/initiatives as assigned, including systems support, project resource, event coordination, etc.
- Participates in the development of departmental strategy and vision building leveraging this knowledge to develop and manage a workplan for MUR, including senior leadership team members.
- Ensures MUR processes are defined, measurable, and repeatable.
- Implements University-led process management requirements, such as risk registers, procurement policies, financial rules, etc.

Project and Process Management

- Ensures business continuity practices are incorporated into standard business planning, including processes and procedures. Develops and helps maintain central MUR processes and documentation.
- Hires, supervises, develops, and evaluates the personnel on their team
- Establishes opportunities for communication and collaboration within MUR and with key stakeholders.
- Leads collaborative projects among the MUR team, sets clear and reasonable expectations, provides ongoing feedback, ensures the delivery of results, and establishes a strong foundation for performance through a comprehensive training program.
- Creates and maintains a work environment that fosters, recognizes, and rewards supportive mentorship, professional quality, respectful communication, and creativity.

Collaborates, Advises, Consults, Educates and Builds Consensus

- Advises, guides, and trains MUR team members on project management best practices and techniques.
- Consults with MUR management on team operational processes and core operational work to create increased efficiency, impact, or other beneficial outcomes (such as safety, reduced risk, etc.).
- Engages collaboratively with subject matter experts on the MUR team and across campus on process analysis and improvement, leading conversations on methodologies and best practices.
- Gathers data, analyzes, and provides recommendations for various process improvements across the team that align with existing team-culture methodologies.
- Participates in MUR recruitment events and in the administration of specific RO department-wide responsibilities, including other general and specific duties as may from time to time be determined.
- Consults on possible changes to MUR business systems including high-level reviews of potential new tools.
- Leads reporting and measurement plan for MUR, including cadence reporting structure, audience analysis, tool and documentation consultation, and automation.

Influences and Impact

- Ensures change management practices are incorporated into all new process rollouts that impact MUR team(s).
- Monitors, tracks, and documents MUR specialist or team-generated reports. Provides analysis as needed.
- In collaboration with the RO Systems team, acts as the conduit and/or partner between MUR and business system vendors/owners.
- Analyzes system-generated data to optimize usage, efficiency, and continuity.
- Liaising with the RO Systems team, maintains business system access, usage, and guidelines so that MUR team members are using systems effectively for their roles. This may include training modules or assistance.

**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*

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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, ideally in Business Administration, Operations Management, or related/equivalent field.
- Project, Program, or Portfolio Management certification (PMP, PgMP, PfMP)
- Qualifications in business analysis, business operations, process improvement, quality assurance, leadership, data analysis, etc. an asset.

Experience

- 5-7 years of progressive experience with a proven track record in leading project teams, process improvement initiatives, project, program or portfolio management, and/or strategic planning.
- Extensive experience in areas such as data analysis, reporting, business planning, business analysis, etc.
- Experience in hiring, supervising, evaluating, and developing employees.
- Significant experience in a post-secondary environment and/or recruitment (undergraduate enrolment management or equivalent) an asset.

Knowledge/Skills/Abilities

- Strong understanding and experience in the operations of marketing, recruitment, preferably in an academic institution.
- Exceptional knowledge of project management, business analysis, and/or process improvement methodologies.
- Strong planning and strategic thinking skills, as well as the ability to perform thorough environmental scans of team projects, plans, and operations, ensuring alignment to goals and directives.
- Demonstrated ability to be a team player and displays flexibility in both work and informal leadership situations.
- Ability to analyze data quickly and logically in order to make appropriate decisions.
- Strong knowledge and capabilities in process workflow documentation and analysis.
- Proficiencies in standard business applications, such as MS Office suite, MS Teams, SharePoint, project management tools, etc.
- Strong interpersonal skills, with demonstrated ability to build relationships with a variety of stakeholders, to negotiate on behalf of your team and partners, and to motivate others to action and change.
- Superior verbal and written communication skills, including the ability to present new information and train employees in new methods.
- Excellent customer relationship mindset – the ability to focus on both internal and external customer satisfaction and ease of doing business with.

Nature and Scope

- **Contacts:** The Manager, Business Process will regularly connect with MUR management to improve business processes and increase initiative success. They will also work closely with operations coordinators and other central team members. External to MUR the Manager, Business Process will work with the Registrar's Office, as well as MUR stakeholders and partners.
- **Level of Responsibility:** The Manager, Business Process is responsible for the tracking and monitoring of all operations and initiative work within MUR – including ensuring systems and processes are developed, maintained, and trained on. The role is privy to sensitive and confidential

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information; they must ensure information/data is secure and held in confidence. The position must work with minimal supervision and works independently and influences processes and project outcomes throughout MUR. This role has a significant impact on MUR's ability to make cultural and process changes.

- **Decision-Making Authority:** The Manager, Business Process has autonomy to make decisions within their role but must communicate changes and decisions to the co-directors and anyone else deemed appropriate. These decisions pertain to project processes, escalation and business continuity procedures, documentation, and reporting mechanisms.
- **Physical and Sensory Demands:** The Manager, Business Process must have excellent attention to detail and is a natural planner. The role requires minimal physical exertion unless through volunteer opportunities. Sensory exertion occurs through eye strain and fatigue.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a position exposed to stress and pressure associated with management-level responsibilities; intermittent work outside the normal operating hours of the institution and occasional travel.