

Job Description

Job Title:	Associate Director, Infrastructure Development
Department:	Plant Operations
Reports To:	Senior Director Energy & Infrastructure
Jobs Reporting:	Asset Analyst Project Manager(s) (USG 10-12) Project Coordinator(s)
Salary Grade:	USG14
Effective Date:	January 2024

Primary Purpose

Reporting to the Sr. Director Energy & Infrastructure, Plant Operations, the Associate Director, Infrastructure Development leads a multi-discipline team of professional staff. The primary functions of this role include but are not limited to the following:

1. Management of infrastructure renewal and sustainability project plans including justification, prioritization, data management, funding & reporting.
2. Management and implementation of assigned sustainability and infrastructure renewal projects from concept through handover and performance verification.
3. Development, monitoring, interpretation, and analysis of operational KPI's and implementation of corrective action plans.
4. Assessment, interpretation, and verification of infrastructure asset datasets.
5. Process development, evaluation, and standardization across assigned portfolio.

University of Waterloo infrastructure comprises over eight million square feet of space supported by a large 1st Class Central Plant feeding a sophisticated district energy system. This system connects over eighty major academic buildings supporting state of the art teaching and ground-breaking research.

Responsibilities will align with the Plant Operations goal of contributing towards providing a safe and accessible, invitingly clean, and comfortable, functionally enriched, and well-maintained campus environment through service excellence.

Key Accountabilities

Strategic Planning

- Assists with and supports the department's strategic planning efforts addressing stewardship responsibilities and long-term sustainability of the University's campus, facilities and infrastructure and maximizing opportunities for efficient delivery of campus services and optimal investments in university-wide infrastructure.
- Collaborates with the Sustainability Office and Energy team to establish, plan, prioritize and implement projects in support of University carbon reduction goals.
- Prepares supporting documentation, analysis, and options for funding prioritization and development of multi-year plans.
- Collaborates closely with the Sr. Director Energy & Infrastructure, investigates, proposes, and implements processes to improve infrastructure renewal activity across all University campuses.

Operations

- Provides leadership & technical support to assigned staff to ensure safety, reliability, and efficiency of assigned portfolio.
- Oversees contract management and execution for assigned projects.
- Works closely with the Associate Director, Utilities ensuring smooth integration of assigned projects into daily operations including efficient execution, training, handover, and performance parameter verification.
- Develops and administers infrastructure budget and operates within allocated funding model, ensuring the efficient use of human, fiscal and physical resources.
- Monitors changing legislation and regulations and ensures deliverables comply with applicable codes/standards.

Infrastructure Renewal and Database Management

- Develops and implements a state of the art technologically sophisticated asset management system synchronizing data required by the MTCU and internally maintained information systems.
- Prepares business cases, reports, and other documentation related to infrastructure funding, government submissions, and internal University reporting.
- Works closely with the Sr. Director, Energy & Infrastructure to ensure that utility needs are well understood, captured, and represented in all analyses conducted.
- Works closely with the Business Administration and Design and Construction units within Plant Operations to synchronize document management with operational & planning priorities.
- Works closely with Sr. Director, Design and Construction to ensure that all renovation projects are coordinated and opportunities for improvements maximized.
- Collaborates with the Sr. Director, Design and Construction on the development of UW Construction standards to ensure high quality of construction, long term investments, and compliance with environmental goals for the campus.

Project management

- Acts as the Project Manager and/or supervises assigned staff to manage large capital repair and renewal projects.
- Develops project plans, schedules, KPI's and budgets for all infrastructure and maintenance initiatives.
- Oversees preparation of construction documents, procures projects, and administers contracts for service, repair, and capital improvement work.
- Ensures that projects are completed within understood scope, allocated budget, and agreed upon timelines.
- Ensures that all assigned projects proceed in compliance with University procurement policies and broader public sector guidelines.
- Ensures that all assigned projects are in compliance with the Construction Act and applicable standards.
- Collaborates with the Sr. Director, Design & Construction on the development and application of consistent contract management processes.

Health & Safety

In consideration of the University's commitment to the safety and well-being of all faculty, support staff, students, and visitors; the Associate Director, Infrastructure Development is responsible for ensuring University facilities and departmental activities are compliant with all applicable legislation, regulations, codes, and standards related to facilities operations as well as occupational health and environmental safety.

Job Description



- Is active in health and safety and incident prevention by establishing, adhering to, and ensuring assigned support staff are following departmental policy, procedures and safe work practices required by the University health, safety, and environmental management system (HSEMS), and in accordance with relevant health and safety legislation, developing and enhancing a safety culture among support staff.
- Ensures contractor safety performance is monitored and in compliance with established departmental standards.
- Assists with the development and delivery of risk management programs (hot work, service impairment, etc.).
- Works with the Safety Office, JHSC and department representatives to assist with campus wide safety initiatives and policy compliance.

General Management & HR

Responsible for employee relations of staff reporting to the position, fostering a client-focused, service-oriented work environment while establishing and maintaining good working relationships amongst all staff.

- Coaches, evaluates, and supervises support staff, fostering a positive work environment.
- Establishes and maintains good working relationships with management, staff, clients, service providers and representatives of regulatory authorities that interact with the University.
- Proactively deals with performance matters and initiates or supports disciplinary processes consistent with University policy and departmental guidelines.
- Assesses the need for and provides or assists with providing training and professional development for staff with respect to workplace health and safety, code and regulatory changes as well as ensuring maintenance of technical competency.

Other

- Performs other related duties and responsibilities as assigned and supports departmental activities.

**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 completing 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 Engineering or Architecture (minimum 3-year engineering technology diploma from accredited college).

Experience

- Minimum seven (7) years of progressive experience from design, through management to leadership roles in facility operation within a major institutional or industrial sector.
- Physical Plant operational and management experience within the post-secondary sector is an asset
- Extensive knowledge related to life safety, plumbing, electrical and all other facility management related codes, including building HVAC, automation, mechanical infrastructure, building structure, envelope, and conveyance systems.
- Experience managing unionized employees and maintaining understanding of labour relations issues and interpretation of a collective agreement is an asset.

Knowledge/Skills/Abilities

- Demonstrated track record of effective leadership and collaboration with clients, colleagues, & direct reports.
- Demonstrated ability to take initiative, incorporate innovation and independent thinking is critical.
- Exemplary organizational skills and attention to detail are essential.
- Strong analytical and problem-solving skills are essential.
- Proven ability to effectively manage multiple priorities is essential.
- Ability to produce quality deliverables and to effectively monitor and manage projects.
- Excellent communication skills with a deep commitment to customer service is essential.
- The ability to exercise prudent judgement and a high level of confidentiality is essential.
- Broad understanding of all aspects of building design and construction.
- Experience in institutional projects is preferred.
- Excellent judgment and strong problem-solving skills, including the ability to understand the financial impact of relevant options.
- Candidate must be effective working in cross-functional teams comprised of trades, operators, and other technical staff.
- Must be flexible and adaptable to changing requirements, and responsive to client needs.
- Proficiency in MS Word, Excel, PowerPoint is essential.
- Proficiency using a large-scale work order system.

Nature and Scope

- **Contacts:** This position encounters a wide variety of internal and external people at all levels of responsibility. Must maintain excellent relationships with all these people. This requires excellent personal and communication skills.
- **Level of Responsibility:** The position provides leadership, supervision and technical guidance to direct reports and is responsible for ensuring compliance with regulatory requirements.
- **Decision-Making Authority:** Is responsible and accountable for the safe and cost-effective operation and upgrade/modification to assigned University assets. Has financial approval authority within pre-established limitations.
- **Physical and Sensory Demands:** Moderate physical demands, with time spent both within an office and industrial type environment. Project site visits as required.
- **Working Environment:** Team environment predominantly in an office-based setting and involving collaboration with all business and operating units within the department and across the University.