**Job Description**

**Job Title:** Administrative Manager and Curriculum Officer  
**Department:** Arts Undergraduate Office  
**Reports To:** Associate Dean of Arts - Undergraduate Programs  
**Jobs Reporting:**  
- Curriculum Assistant  
- Student Services Assistant  
- Student Services Assistant  
- First-Year Program Coordinator  
**Salary Grade:** USG 8  
**Effective Date:** November 2018

**Primary Purpose**
The Administrative Manager and Curriculum Officer is responsible for the effective management of all non-academic aspects of the Arts Undergraduate Office within the framework of the Faculty of Arts and University of Waterloo. This position also oversees academic regulations, policies and processes in Arts, being the primary resource for undergraduate officers and members of the Faculty on matters related to undergraduate curriculum policy and practice. This position is responsible for strategic planning support, human resources administration, financial management, administrative leadership, and other administrative functions required to support the missions of the department. The Administrative Manager and Curriculum Officer is the senior administrative staff position in the department and provides continuity as academic leadership changes; reporting directly to the Associate Dean of Arts – Undergraduate Programs.

**Key Accountabilities**

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<th>Administrative and Human Resources Leadership</th>
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<td>• The incumbent oversees all administrative functions within the office, and supports senior leadership team with respect to human resources best practices.</td>
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<td>• Interprets policies, procedures, and health and safety standards, ensuring compliance; oversees the payroll processes for temporary, casual, and co-op employees; and ensures adherence to UWaterloo employment standards and policies.</td>
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<td>• Oversees the day-to-day work of the administrative staff, including fostering constructive working relationships, monitoring workload and providing direction, guidance and problem solving support for administrative staff.</td>
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<td>• Maintains an open, supportive and collegial environment.</td>
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<td>• Manages recruitment, supervision, coaching, performance and retention of administrative staff to meet departmental goals and objectives. Serves on the hiring committee for AUO positions as appropriate.</td>
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<td>• Proposes, implements, and assesses systems for efficient and timely delivery of AUO functions and services, including equipment, training, and hiring.</td>
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<td>• Maintains personnel files for staff in accordance with University policies.</td>
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<td>• Serves as the AUO’s principal liaison to the Dean’s Office and HR on HR-related matters.</td>
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<td>• Administrator to the AUO SharePoint site, and manages all web-related editing functions</td>
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<th>Curricular Change Management</th>
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<td>• The incumbent manages/leads all administrative processes related to curricular change approval and tracking/maintenance within the Faculty of Arts. The incumbent is involved with the faculty</td>
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### Job Description

undergraduate committees that approve curriculum changes, and acts as liaison between the Arts Undergraduate Office and the Registrar’s Office on many undergraduate-related matters.

- Acts as primary resource to the Associate Dean - UG Programs and to officers within the Faculty of Arts on curriculum matters, including rules and regulations.
- Develops, implements, and assesses the effectiveness of processes for curricular submission and revision.
- Ensures that Faculty of Arts undergraduate curriculum items are processed through all appropriate and necessary levels of approval in a timely and accurate manner.
- Oversees all retention and archival of curricular documents and data; uses database and records for research to support and advise the Associate Dean - UG Programs, officers of the faculty, and other areas of the university.
- Serves as Secretary to the Arts Undergraduate Affairs Group (UGAG): prepares agendas, minutes, and ensures action items are duly resolved.
- Trains, advises, and supports Arts Faculty Undergraduate Officers and calendar representatives [approximately 60] on the intricacies of all aspects of curricular submissions and plan maintenance, specifically regarding course/plan submission procedures, and academic templates.
- Creates and updates academic advisement templates for Arts academic programs and plans owned by the Dean of Arts (UARs, Liberal Studies, Arts & Business).

### Academic Undergraduate Calendar

- The incumbent records, manages, edits, and implements all revisions to the academic calendar on behalf of the Faculty of Arts.
- Maintains editorial responsibility for the Faculty of Arts’ pages including accuracy of content, grammatical correctness, compliance with accessibility legislation and UWaterloo style guidelines.
- Develops, implements, and assesses the effectiveness of processes for calendar maintenance and revision.
- Manages and conducts yearly training/proofing sessions for Arts calendar representatives to demonstrate new calendar procedures, to inform representatives of guidelines and deadlines, and to distribute copies of material required to update the various Arts sections of the calendar.

### Academic Regulations, Policies and Processes in Arts

- The incumbent proposes, receives, manages, and implements all changes to regulations and policies in the Faculty of Arts related to the undergraduate curriculum, and undergraduate student advising.
- Provides leadership, project management, and oversight of long-term projects assigned by the Associate Dean – UG Programs.
- Co-ordinates yearly training for Arts academic advisors, new and experienced, to inform advisors of important academic matters as they are implemented or changed and to provide best practices.
- Assists the Associate Dean – UG Programs with all administrative and planning tasks related to her/his role, also providing counsel and support for clarification of policy and administrative procedures.
- Serves as Secretary to the Arts Regulations Committee: prepares agendas, minutes, and ensures action items are duly resolved. Assesses the priority of agenda and action items and uses knowledge of Faculty and University academic policies to facilitate decision-making.
- Screens and administers undergraduate grievances cases in accordance with the Students Petitions and Grievances Policy (#70); provides advice and guidance within the framework of the Policy.
- Administers the President’s Scholarship of Distinction for the Faculty of Arts and the Faculty of Arts Undergraduate Student Experiential Learning Fund.

### Financial Management and Oversight
Job Description

- The incumbent manages internal financial controls within the Arts Undergraduate Office, ensuring effective use of human and physical resources through planning, directing, and coordinating budgetary allocations and disbursements.
- Manages AUO’s budget.
- Prepares the annual operating budget for AUO, including Arts First, Recruitment, Engagement, and Orientation.
- Oversees the administration of the operating budget and expenses of the Arts First program.
- Uses the financial system for budget planning, analysis, and tracking of expenditures.
- Develops and maintains procedures for monitoring expenditures and reconciliations.
- Reviews month-end financial statements and reports irregularities/errors to Dean’s Office, Finance, Human Resources, or the unit initiating the charge.

*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 degree; equivalent combination of education and experience will be considered. Familiarity with arts disciplines an asset.

Experience
- Extensive administrative experience, with knowledge of University policies and procedures
- 5+ years management experience, preferably in an academic setting
- Strong managerial experience and leadership skills dealing with diverse teams and situations
- Experience developing, monitoring, and managing budgets
- Minute-taking and formal committee administration experience an asset

Knowledge/Skills/Abilities
- Excellent interpersonal and communication skills (oral and written, including email)
- Independent judgement in areas of time management, task prioritization and decision-making
- Excellent problem-solving, analytical, and project management skills
- Proven attention to detail, editing, and proofreading skills
- Proven ability to handle inquiries from various audiences with clarity and tact
- Superior organizational, time-management skills
- Proven ability to handle multiple priorities in a busy and varied environment
- Knowledge of UW academic programs and curriculum processes; Arts program knowledge preferred
- Knowledge of Policy 70 preferred
- Advanced skills in MS Word, Excel, SharePoint
- Intermediate experience with Outlook, PowerPoint
- Extensive experience with the UW financial environment (Unit4, Concur) and web editing (ACMS, WCMS)
- Familiar with student information systems: Quest, Schedule of Classes

Nature and Scope
Job Description

- **Contacts:** Internally, to obtain action, reach agreement, and negotiate with Arts Undergraduate Office members, Undergraduate Officers in the Faculty of Arts, Registrar’s Office, including Records and Systems, Calendar Representatives in the Faculty of Arts, Office of the Dean of Arts, Human Resources Office, Associate Dean of Arts – Coop and Planning, Finance, Secretariat, Arts Computing Office; externally, to obtain, clarify and discuss information with undergraduate students, family members of undergraduate students, external employment candidates.

- **Level of Responsibility:** Manages office functions, including financial and administrative services, for the Arts Undergraduate Office, and has direct reports. Manages a faculty-wide function (curricular administration and change) that is highly specialized.

- **Decision-Making Authority:** Works with a high degree of independence and exercises judgment and discretion in the performance of duties subject to a broad set of directions and guidelines from the Associate Dean of Arts – Undergraduate Programs. Makes decisions regarding implementation and dissemination of information about Faculty policies and procedures.

- **Physical and Sensory Demands:** Demands are typical of an administrative position that functions within office and meeting environments. Exposure to a fast-paced service oriented environment with frequent interruptions.

- **Working Environment:** Exposure to conditions typical of office work and meetings. Minimal exposure to disagreeable conditions typical of a supervisory position and one where it is necessary to convey negative or unwelcome information to students. There may occasionally be multiple and/or tight deadlines beyond one’s control. Deprivation caused by constant interruptions. Work volume varies at different times of year.