

Job Description



Job Title:	Administrative Officer
Department:	Office of the Associate Vice-President, Equity, Diversity, Inclusion & Anti-Racism
Reports To:	Associate Vice-President, Equity, Diversity, Inclusion & Anti-Racism
Jobs Reporting:	Administrative Assistant
Salary Grade:	USG 10
Effective Date:	April 2023

Primary Purpose

Reporting to the Associate Vice-President, Equity, Diversity, Inclusion & Anti-Racism (AVP EDI-RO), the Administrative Officer (AO) 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 Officer provides strategic and operational advice and support to the AVP and senior leaders within a complex and highly confidential environment that supports students, staff, and faculty on campus. The Administrative Officer is the primary administrative contact for internal and external stakeholders and acts as a proxy for the Associate Vice-President (AVP), providing continuity as academic leadership changes. The AO provides leadership and support on special projects and strategic initiatives as required.

Key Accountabilities

Strategic Support and Leadership

- Provides confidential and strategic information, advice, and counsel to the AVP, identifying urgent issues that require immediate attention, facilitating resolutions or escalating issues where necessary
- Supports the AVP in advancing internal and external relationships, often attending meetings with or on behalf of the AVP to ensure that appropriate follow-up occurs and that the AVP is briefed on all issues and outcomes
- Ensures the effective management of confidential and highly sensitive information, with a responsibility for records and information management in accordance with university records management and retention policies, guidelines, and legislated requirements
- Serves as a resource to consult and advise on planning, implementation, and evaluation of complex, sensitive or highly confidential initiatives, special projects, events, or emerging issues
- Monitors cross-portfolio initiatives to ensure progress aligns with portfolio objectives
- 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 and administration of the university, often serving as a resource to consult and advise on internal and external information
- Promotes a culture of continuous improvement in terms of efficiency and leveraging systems capacities and new technologies
- Supports the AVP by overseeing all changes and updates to the internal workflow processes and procedures in the EDI-RO, providing instruction and training to staff members within the office
- Supports the AVP with governance matters for the Board/Senate/Committees as well as other working groups and committees both internal and external to the university

- Fosters and maintains positive working relationship within EDI-RO and across campus, acting as a primary resource to partners such as the President and Provost Offices, Human Resources, Safety Office, Finance, IST, Procurement and Contract Services, Central Stores, and Plant Operations

Financial Management

- Oversees, reviews, and provides strategic insight and advice for the annual operating budget submission for the EDI-RO, ensuring short and long-range financial goals are established and projects are developed to fully support the department's operation and strategic plans
- Ensures the day-to-day financial activities of the office are carried out according to best practices and comply with university policy and procedure
- Supports the AVP by managing internal controls, monitoring accounts, and investigating over expenditures or irregularities
- Ensures effective use of human and physical resources through planning, directing, and coordinating budgetary allocations and disbursements
- Reviews the EDI-RO financial position with the AVP on a regular basis, providing advice and direction regarding in-year reallocations and adjustments
- Provides financial leadership and direction to EDI-RO staff through one-on-one guidance, coaching and training related to financial, reporting, and budgetary issues
- Manages internal awards, grants, one-time payments, honorariums, sponsorship expenses, casual staff and work placement payments and special project funding
- Reconciles monthly accounts including P-card
- Completes and submits travel and expense claims on behalf of the AVP

Human Resources Administration

- Provides confidential and strategic advice and problem-solving support to the AVP regarding the recruitment, hiring and retention of staff members
- Provides consultation on all HR issues related to staff, including the interpretation of university policies, procedures, guidelines, and employment standards, ensuring adherence and compliance within the office
- Partners with hiring managers to provide training on recruitment systems and processes, and offer solutions for filling staffing vacancies to accommodate temporary absences, reductions or shifting priorities
- Serves as a liaison to Human Resources regarding all EDI-RO staffing and human resource support
- Oversees the development of staff position descriptions and reclassification requests, ensuring that the requests and changes align well within the office
- Delegate for the AVP's hiring and staff recordkeeping including staff training compliance
- Performs salary compensation analysis for promotions and new hires
- Manages the annual staff performance review process; trains new managers on processes, and provides data to ensure consistency of application of performance scores
- Works closely with the AVP to assist with the yearly salary increase process
- Oversees the payroll process for ongoing and temporary employees, ensuring payroll activations and terminations and processed
- Maintains personnel files for staff in accordance with university policies
- Represents the EDI-RO on human resources committees as required
- Conducts annual staff performance reviews for reporting positions

Facilities and Operations Management

- Ensures well-functioning buildings and equipment by overseeing facilities, physical assets, and capital equipment of the EDI-RO

Job Description



- 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 client-initiated issues on behalf of the EDI-RO
- Acts as the Health and Safety Coordinator for the EDI-RO, 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

Administrative Leadership

- Leads the administrative management of complex calendars for the AVP and Senior Director, Institutional and Strategic Priorities, maintaining awareness of upcoming events, scheduling conflicts and ensures the flow of information to the AVP as required
- Ensures the AVP is prepared for meetings by means of daily briefing folders, briefing notes and/or other documents and provides advice on approaches to issues
- Assists the AVP by tracking progress of annual workplan, key priorities and metrics
- Generates briefing notes for various meetings, follows up on actions from meetings
- Books travel on behalf of the AVP
- Oversees all administrative aspects of the EDI-RO, contributing to priority setting and strategic planning
- Provides leadership and direction to administrative staff, fostering constructive working relationships, setting an effective team agenda, and ensuring performance goals are set and achieved
- Establishes an efficient administrative unit based on best practices
- Ensures appropriate communication of administrative information throughout the office to ensure continuity and consistency among units
- Assists in organizing meetings that may include multiple internal and external stakeholders and ensures that meetings are prioritized and scheduled based on time sensitivity and importance
- Provides relationship management and administrative coordination for the AVP including preparation of reports and agenda materials
- Assesses filing systems and processes to ensure efficiency and effectiveness and proposed and implements changes where necessary and desirable
- Acts as a resource for informed decision-making and creative problem solving
- Drafts, prepares and is accountable for digital content on the department website
- Manages administration and follow-ups for the AVP
- Responsible for records and information management with the VPAF office in accordance with university records management and retention policies, guidelines, and legislated requirements
- Develops spreadsheets, reports and other tracking materials as required
- Leverages extensive contacts and relationships across campus to solve problems, gather data and ensure administrative initiatives are successful

Job Description



- Oversees office events, including retreats, general meetings and team development events

**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

- Postsecondary education or suitable combination of education and experience including several years of increasing responsibilities and administrative experience and leadership
- Additional education or training in human resources administration is an asset

Experience

- Considerable administrative experience (5-7 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
- 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; analytical skills
- 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

Knowledge/Skills/Abilities

- Must demonstrate outstanding leadership and management skills and be an accomplished problem solver, demonstrating the ability to make independent decisions
- 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 problem-solving skills, exceptional time-management skills and meticulous attention to detail
- Excellent interpersonal skills are required, including outstanding verbal and written communication skills and a proven record of demonstrated tact, judgement, and diplomacy
- Demonstrated competency and ability to take initiative, work independently and follow through on work assignments within tight timeframes
- Strong financial reporting skills including budget development and allocation with demonstrated ability to successful operate in a multi-stakeholder and complex environment
- Proven ability to build strong relationships and influence individuals at all levels of an organization, as well as external constituents. Collaborative team player comfortable executing and taking constructive input from multiple sources
- High ethical standards with a strong commitment to maintain confidentiality and treat sensitive information with discretion

- Reflect a positive attitude by engaging, listening, and seeking to understand the needs of all stakeholders
- Proven ability to deescalate challenging situations effectively when dealing with the public
- Demonstrated flexibility and adapt readily and effectively to changing and urgent demands

Nature and Scope

- **Contacts:** The AO reports directly to the AVP and works closely with the EDI-RO Leadership Team as well as with faculty; staff; students; the Secretariat; the Provost and President's Office; Human Resources; Central Stores; Plant Operations; Finance; Procurement Service and numerous departments across campus. External contacts: The AO deals with business contacts, government agencies, and public and media inquiries.
- **Level of Responsibility:** Manages office functions, including financial and administration services for the EDI-RO and has direct reports and is responsible the management of the administrative team. Financial accountability includes managing the budget process (budget ~2m), provides advice regarding budget development, and reports regularly to the AVP. The AO has signing authority for all accounts and oversees purchasing and financial management across the department. The AO is accountable for the salary budget including providing decisions regarding income, salary transfers and corrections. The AO ensures compliance with various regulatory standards.
- **Decision-Making Authority:** Full discretion to act and works with a high degree of independence and exercises judgment and discretion in the organization and performance of duties subject to a broad set of directions and guidelines from the AVP. The AVP will confirm priorities but initiative and follow-through on a variety of tasks or projects will be required without direct supervision. This includes the research and analysis needed to support new initiatives and changes to practices. The AO makes decisions on timelines, budget allocation, staffing resources to meet the strategic objectives of the office.
- **Physical and Sensory Demands:** The role requires exertion of physical or sensory effort resulting in slight fatigue, strain, or risk of injury
- **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 Job Description (e.g. phone calls, e-mails, unplanned but urgent support requests). Occasional travel may be required. Regular working hours, evening/weekend work as required.