

Class No.:	
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DIRECTOR, CORPORATE SERVICES

NATURE AND SCOPE OF WORK

The Director, Corporate Services is responsible for providing strategic leadership of contract administration and risk management to protect the University, employees and students. The Director, Corporate Services provides oversight of operations and services that support the University including procurement, contract administration, risk management, insurance, and ancillary services. The Director, Corporate Services will lead the development of contract administration and enterprise risk management frameworks and systems for the University.

This position reports to the Vice President, Finance and Administration and works with a range of stakeholders across the University. The Director, Corporate Services leads a team of 16 positions in support of the short and long-term goals and day-to-day operations of the department.

ILLUSTRATIVE EXAMPLES OF DUTIES

Enterprise Risk Management

- Accountable for the development and maintenance of the enterprise risk management framework for the University including the risk register and mitigation plans.
- Responsible for the governance and management of the risk management processes which includes strategic, academic and operational risks and the life-cycle of risk management from identification, assessment, evaluation to management.
- Identify, evaluate and monitor operational and strategic risks for the University and report on these risks to Executive and/or Board of Governors and its committees on a regular or as needed basis.
- Provide leadership, direction and advice to a variety of stakeholders (such as Directors, Deans, Chairs and Coordinators) within the University community to integrate risk management strategies into existing operations and activities for their areas of responsibility.
- Develop risk management tools, practices, and policies to analyze and report enterprise risks according to the enterprise risk management framework.
- Champion a culture of risk ownership and accountability through training and support to manage and mitigate institutional risks.
- Support development, implementation and maintenance of business continuity plans to maintain critical business functions in the event of disruptions.



- Ensure the University's risk management policies and strategies are in compliance with applicable regulations, rating agency standards and strategic imperatives of the organization.

Contracts and Agreements

- Develop and implement an effective contract administration program.
- Create appropriate materials, tools and resources and conduct and/or coordinate appropriate training and awareness for all University employees to ensure knowledge of, and compliance with the University's contract administration program.
- Provide expertise and guidance throughout the University in the development of contracts and agreements, planning, award and monitoring, administering and evaluating performance.
- Oversees University-wide contracts as assigned.

Insurance

- Provide assistance and guidance to University stakeholders regarding insurance coverage for various activities, events and property.
- Coordinate the review and renewal of insurance policies for vehicles, leased equipment, and other optional insurances, and recommend revisions based on risk factors and other criteria.
- Ensures administration requirements for the University, College and Institute Protection Program (UCIPP) are maintained.

Leadership

- Provides advice to senior leadership on a University-wide enterprise approach for enterprise risk management framework including governance, strategic direction, services and standards, and policies and processes.
- Develops, monitors, evaluates and reports on departmental objectives and activities in support of the University's strategic vision and academic goals.
- Prepares and manages operations within the approved operating and capital budgets to ensure efficient utilization of resources.
- Represents the University on a variety of internal and external committees, working groups and associations as relevant.
- Builds and maintain collaborative relationships within internal and external stakeholders.



Departmental Leadership

- Supervises the Purchasing and Bookstore departments, including goal setting, monitoring progress, evaluating performance, coaching and supporting professional development.
- Establishes collaborative and effective relationships between the department and University community to deliver customer service excellence and prudent management of technology investments.
- Fosters an environment of high performance, with an emphasis on service excellence, continuous improvement and teamwork to achieve high standards for the department.
- Contributes to a positive and effective employee experience by administering the collective agreement, consulting with Human Resources on the interpretation of the agreement, and representing management where required in labour relations issues.
- Fosters a culture of staff engagement to attract, motivate, and retain quality staff. Supports and guides managers by consistently setting performance goals, conducting regular performance reviews, identifying developmental and operational needs, and providing adequate training opportunity and mentoring to all department employees.
- Leads the development and implementation of a human resources plan that supports the achievement of organizational needs and service levels.
- Provides regular status, performance and statistical reporting to the University.
- Undertakes special projects and assumes additional duties as required.
- Provides leadership and oversight to other departments or functions as assigned.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Exceptional interpersonal, communication, and conflict resolution skills with the ability to relate to a diverse range of stakeholders including the ability to relay complex and technical information in a clear and easily understood manner.
- A positive and respected role model with the ability to initiate, motivate, and delegate.
- A creative and influential leader who uses a practical, collaborative, and common sense approach.
- Prepared to be a “hands on” leader, when required, to deal with urgent situations affecting the University.
- Politically sensitive and able to work effectively with all levels of individuals within the University.
- Committed to excellence and innovation in the workplace.
- Strong presentation skills, ability to organize data, effectively and simply.
- Ability to strategically identify issues and analyze alternatives.
- Ability to work effectively under time constraints with changing priorities.
- Demonstrated skills in change and project management.
- Proven excellence in financial and personnel management.



REQUIRED TRAINING AND EXPERIENCE

- Established professional credibility as supported by a Master's degree in a related area of study.
- Minimum five years' experience in a senior role or equivalent in an environment of similar scope and complexity.
- Completion of a risk certification (CRMA or CRM Risk Management Designation) is considered an asset.