

Job Code:	JC100077
Job Category:	Support Staff
Original Date:	December 2019
Revision Date:	
Pay Grade	24

CLASS SPECIFICATION

Administrative Lead, Dean's Office

NATURE AND SCOPE OF WORK

As the senior role providing administrative support to the Dean and Dean's office, the *Administrative Lead* is responsible for planning, implementing and monitoring processes and services to ensure smooth the operations of the department. The incumbent provides exceptional and broad administrative support. Under limited supervision, this role's primary responsibilities cover operational oversight including managing projects, timelines and processes, acting as a communications centre point for the Dean's office, and creating reports for the Dean's use. The incumbent will work with a variety of stakeholders both internal and external to ensure the Dean's office has the information it needs to move projects forward and achieve the Faculty and University's goals. A focus will be on efficiency and continuous improvement. Reporting directly to the Dean, the role requires high levels of tact, diplomacy and confidentiality.

ILLUSTRATIVE EXAMPLES OF DUTIES

Operations/Administrative Support

- Supports and manages activities that fall under the jurisdiction of the Dean, including daily operational processes, such as office and calendar management.
- Maintains an in-depth knowledge of the Dean's projects, priorities and objectives.
- Ensures project timelines are adhered to by tracking progress of tasks and responsibilities of those involved within the project, follows up when required and escalates issues as necessary. Uses excellent judgement and ability to prioritize to maintain project timelines.
- Manages a complex and changing calendar for the Dean. Adhering to University protocols and judgement prioritizes meetings that adhere to Dean and University's strategic priorities.
- Contributes to the agenda setting for departmental meetings. Actively participates including ensuring information is disseminated to appropriate stakeholders following meetings.
- Provides support for internal and external committees including meeting agendas, minutes, communication and logistics. Ensuring information is disseminated to appropriate stakeholders following meetings. Responsible for identifying the deliverables from such meetings that fall within the classification and taking action on them.
- Researches, compiles and submits information regarding topics or issues requiring Dean's attention. Maintains departmental statistics as appropriate for future decision making purposes.
- May, on behalf of the Dean, represent departmental priorities and coordinate department specific input into cross functional projects and committees.
- Takes on ad hoc committees and projects at the request of the Dean
- Sets up and maintains a variety of departmental records. Contributes and recommends to help improve procedural elements of departmental records

Financial

- Tracks, monitors and reconciles budgets including reviewing management reports, and contacting Financial Services as required. Resolves discrepancies or using judgement and discretion brings them to the attention of the Dean.
- Has signing authority within University guidelines.
- Coordinates the development and preparation of the annual operating budget and the operational plan materials for the Dean
- Monitoring, assessing, analyzing and reporting on the operating unit's budgets
- Monitoring purchasing practices to ensure adherence to Institute policies, practices, and procedures.

Data Analysis

- Supports data analysis activities including collecting, compiling and verifying data requests by other staff, departments, and faculties.
- Utilizes information provided from other departments, faculties and programs and information available on departmental reporting systems (e.g. Banner, Argos, MS Access) to synthesises data and create reports, backgrounders and summaries to support the Dean in data-driven decision making.
- Using established criteria runs reports on sensitive internal performance indicators for data-driven decision making and forward planning.
- Liaises with other departments, faculties and programs to obtain the information requested by the Dean

Grant Writing

- Works with Creative Activity, Research and Scholarship to develop applications for external and internal research, scholarly and creative activity funding.
- Creates and provides department specific information and written materials as requested. Collects, compiles and verifies requested information ensuring accuracy as well as adherence to university and brand guidelines.

Communications Hub

- Acts as a central point of contact between the Dean's office and other University Departments. Working with Divisional Supervisors to ensure alignment in communications.
- Effectively communicates decisions, directives and important information following meetings to the appropriate individuals and stakeholders.

Other

- Takes initiative, solves problems and determines course of actions for issues under this class specification and then follows through independently, occasionally consulting with the Dean with reference to new or complex problems.
- Provides support within the requirements of this class specification to other administrators as required.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (fire, earthquake, WHMIS).
- Performs other duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of MS Office applications including Outlook, Word, Excel, Teams and PowerPoint. Experience utilizing social media platforms in a professional environment. Ability to learn multiple University systems.
- Considerable knowledge of program content and flow in the Dean's portfolio.
- Considerable knowledge of business communication writing including executive summaries and proposal writing. Strong command of written and verbal communication skills at a senior professional level.
- Advanced ability to understand the context of issues in order to exercise initiative and judgement regarding action required.
- Knowledge of financial reporting practices including preparing and administering budgets. Basic financial analysis abilities an asset.
- Ability to maintain confidentiality and to exercise tact, diplomacy, discretion and sensitivity when dealing with other employees, students, community groups, the general public.
- Ability to understand and follow complex oral and written instructions, and communicate information effectively, both verbally and in writing, and appropriately to the intended audience and with correct emphasis and tone.
- Ability to apply exceptional organizational skills and basic project management principles to meet deadlines. Ability to adjust timelines to account for changing priorities and resources while meeting deadlines in a fast paced environment. Ability to maintain attention to detail with constant interruption.
- Ability to answer questions regarding University and area policy and procedure, and collective agreements up to a defined level on behalf of the administrator.
- Keyboarding speed of 50 wpm.

REQUIRED TRAINING AND EXPERIENCE

- Completion of a Bachelor's degree in a related discipline.
- Five years of directly related and progressively senior administrative support experience, including experience in an educational setting with significant faculty/student contact.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS

- Project management certification an asset