**Department of Human Resources**

**Exempt Job Description**

**Job Title:**  Director, Academic Programs and Campus Operations, Trent University Durham

**Job Number:**  X-305

**Band:** 8

**NOC:**  1222

**Department:**  Office of the Dean and Head, Trent University Durham

**Supervisor Title:** Dean and Head, Trent University Durham

**Last Reviewed:** September 1, 2023

**Job Purpose**

Reporting to the Dean and Head, Trent University Durham, the Director, Academic Programs and Campus Operations provides leadership and a range of core service to students, faculty, staff, academic units, and other campus functions in support of the academic, administrative, and day-to-day operations of the Durham campus. The position is of central importance for the academic mission of the University and operations of the campus; and is responsible for providing senior-level expertise and leadership across multiple areas including academic staffing and administration, budget management, academic programming, campus infrastructure development, and space management. As part of the Durham campus’ leadership team, the Director is responsible for the administration of academic programming, and operations, including supervision of staff, and may exercise decision-making authority as delegated by the Dean and Head. The position is responsible for providing strategic advice, data, and information to the Dean and Head, Trent Durham, for the Dean and Head to successfully execute their role. The Director oversees projects and initiatives in collaboration with, or on behalf of, the Dean and Head, Trent Durham.

This role is complex as most responsibilities are managed by multiple departments and involve working with academic faculty and administration. Building collaborative relationships across the institution is critical to continuous improvement in support of the Trent University Durham campuses’ success.

**Key Activities**

**Academic and Financial Administration, Human Resources and Labour Relations**

* Provides strategic advice and support to the Dean and Head, Trent Durham, the Associate Dean, Trent Durham, and academic departments, to develop staffing plans and monitor instructional budgets for the Durham campus.
* Oversees and actively participates in Durham campus full-time and part-time faculty hiring. Liaises with the Provost’s Office, undergraduate and graduate Programs, Human Resources, Payroll and IT to ensure the hiring process is as efficient as possible, and in compliance with relevant Collective Agreements.
* Responsible for maintaining the official University record of faculty Earned Years of Service (EYS) for Durham faculty, and prepares annual summary of same to Department Chairs.
* Responsible for advising departmental chairs and program coordinators, keeping them aware of important personnel matters requiring their attention, including reappointment, tenure and promotion files.
* Provides support to Academic Administrative Assistants; answers questions and resolves problems where possible and refers only highly unusual problems to Chairs or Deans.
* Responsible for monitoring and reporting on the Durham operating and instructional budgets.
* Provides strategic advice to the Dean and Head regarding resource allocation and funding priorities.
* Exercises signing authority for Durham operational, instructional, and decanal accounts.
* Manages billing and administration of spaces and facilities under lease to Trent University Durham, including City of Oshawa contracts.
* Monitors course enrolments and has a decision-making role in course cancellations and required payroll adjustments. Oversees enrolment monitoring for Trent Durham courses.
* Responsible for accuracy and maintenance of Durham faculty and academic staff personnel files, as per the Collective Agreements.
* Prepares, analyzes, and distributes data and reports as necessary to support new initiatives, changes to procedures, faculty administration, enrolment and financial administration.

**Staff Leadership and Supervision**

* Hires, trains and supervises staff in functional areas for the Office of the Dean and Head, academic programs, scheduling, and print and logistics.
* Provides regular coaching and feedback and conducts annual performance appraisals for permanent staff.
* Provides leadership and direction for the Durham Administrative Coordinator, Scheduling Administrator and Academic Administrative Assistants.
* Determines staffing needs and organization of work. Creates and updates job descriptions as needed.
* Ensures all staff members are technically proficient in the effective use of existing and new systems.
* Responsible for setting Durham Dean’s office policies, and ensuring tasks are completed within timelines/deadlines, and in compliance with collective agreements and University policies and procedures.
* Ensures that all staff are aware of, and adhere to, standards relating to the ethical principles of service delivery including, but not limited to, the parameters established by PIPEDA, FIPPA, the Charter of Human Rights, and all internal university policies.
* Serves on campus and University committees.

**Timetabling, Classroom and Examination Management**

* Effectively manages academic space while overseeing the production of optimized conflict-free academic schedules for undergraduate, and graduate students.
* Supervises, each term, the production of high-quality academic timetables ensuring adherence to academic policy and university guidelines. Collaborates with university departments affected by academic and exam scheduling, to ensure scheduling aligns with the operational needs of the campus, and changes are communicated in a timely manner.
* Supervises the administration of the Enterprise room booking software to oversee booking of all academic and non-academic bookings on the Durham campus. Works with campus users to administer additional room bookings through the centralized system.
* Collaborates with other units across the campus to ensure space usage is appropriately monitored, and academic space improvements are identified and implemented as needed.
* Supports the creation and maintenance of Durham space policies and procedures.
* Prepares reports and analyzes data relating to the utilization of academic space to support data-driven decision making. Analyzes the utilization of academic space and make recommendations, as required.

**Campus Management**

* Responsible for all day-to-day operations at Trent University Durham.
* Sits on planning committees and provides advice and expertise for capital developments at Trent University Durham.
* Allocates offices and labs for Trent Durham faculty and offices for Trent Durham staff.
* Oversees controlled access system for the Oshawa campus, which includes establishing and authorizing access codes for building access, authorizing and signing out keys for staff and faculty and arranging with Campus Safety any changes in the auto locking system of the campus.
* Determines and approves building and security hours for special events and/or extended/ reduced campus hours and to modified security schedules for reduced hours during holiday periods.
* Exercises decision-making authority on the Durham campus for emergencies, weather cancellations, or facility closures, when the Dean and Head, and Associate Dean are unavailable.
* Works with Durham Security contractor and Durham Campus Safety Lead Hand to address and resolve issues that arise surrounding risk management and on-campus incidents.
* Advises Facilities Management (FM) and Durham Facilities team in making decisions for staff support and performance, building projects, operational hours and maintenance, and facilities issues.
* Manages space usage requests for external stakeholders.
* Supports Human Resources with Health and Safety initiatives at the Durham campus (ie. Fire Wardens, Health and Safety)
* Works with all departments on campus to organize internal and external campus events.

**Education Required**

Honours University Degree (4 year).

**Experience Required**

* A minimum of seven years of progressive, full-time experience in a post-secondary administration setting.
* Experience in supervising staff in a unionized environment is required.
* Ability to maintain a high level of accuracy in preparing and communicating information.
* Experience in office administration, supervision, organizational planning and priority setting skills.
* Significant financial planning and budget management experience.
* Demonstrated interpersonal skills required. Demonstrated ability to work effectively with a diverse population in a cross-cultural environment.
* Demonstrated ability to work extremely independently in a multi-tasking environment that requires a high level of adaptability; combined with excellent teamwork.
* Demonstrated willingness to undertake a wide range of tasks, from higher-level planning to on-the-ground program delivery.
* Specific knowledge of academic policies and Collective Agreements (TUFA, CUPE and OPSEU).
* Specific knowledge of Payroll, Registarial, and Human Resources system, policies, and procedures.
* Specific knowledge of academic deadlines.
* Knowledge of Microsoft Office Suite, Datatel, Infosilem, VIP, Chrome River.
* Ability to successfully address emerging and unpredictable events in a timely manner, often using tact and discretion
* A thorough understanding of relevant legislation, including (but not limited to) the following: the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, Freedom of Information and Protection of Privacy Act, Occupational Health and Safety Act, Ontario Employment Standards Act, Occupiers Liability Act, etc. In addition, is knowledgeable about strategic priorities of the Ministry of Training, Colleges, and Universities.
* Ability to maintain confidentiality.
* Experience managing multiple projects within a rapidly changing environment.

##### Job Evaluation Factors:

##### Responsibility for the Work of Others

Direct Responsibility for the Work of Others:

* Administrative Coordinator, Office of the Dean and Head
* Scheduling Administrator
* Contract Staff
* Student Staff

Indirect Responsibility for the Work of Others:

* Undergraduate and Graduate Academic Administrative Assistants (4)
* Undergraduate Program Coordinators (4)
* Print and Logistics Assistant

##### Communication

Requires the ability to synthesize and summarize complex information for clear communication to a large variety of diverse audiences. Necessary to apply good judgement and tact to distil and present sensitive information depending on the audience. Requires frequent consultation with various stakeholders and departments within the institution, explaining analysis and rationale, and making recommendations. The job requires regular communication throughout the organization, as well as with many external partners and organizations.

Internal:

* Dean and Head, Trent University Durham
* Associate Dean, Trent University Durham
* Trent Durham Directors, Managers and Staff Teams
* Faculty, course instructors, and academic staff
* Undergraduate and Graduate Program Chairs, Program Directors and Faculty
* Undergraduate and Graduate Academic Administrative Assistants
* Provost’s Office
* Office of Research and Innovation
* Office of the Dean of Arts & Science
* Undergraduate Students
* Human Resources
* Office of the Registrar
* Financial Services
* Information Technology
* Institutional Reporting
* Centre for Teaching and Learning
* Durham Student Services
* Durham Student Accessibility Services Office

External:

* Other post-secondary institutions
* City of Oshawa staff
* Region of Durham staff
* External contractors and project managers
* Community groups and partners

##### Analytical Reasoning

Work requires very complex analysis and highly developed reasoning skills to solve a broad range of problems within a framework of broad policy and mandates. Considerable judgment required to plan and organize strategic, creative, policy and program, forming solutions which may affect the entire organization.

Examples

* Completes budget analysis and makes recommendations to ensure funds are used effectively and strategically.
* Continually assessing processes (Faculty Recruitment, Academic Scheduling, Course Programming, Records) and implementing changes to ensure the most efficient use of resources and consistently high service delivery.
* Advises on Durham campus needs for growth, using limited resources.

##### Impact

Impact on the organization is significant and long term. Errors may cause serious delays in program or service delivery. Poor decisions may have negative effects on relations with faculty, staff, and students, as well as on institutional reputation.

Examples

* Incorrect application and interpretation of policy and collective agreements could result in time consuming appeals and grievances, with the potential of incurring additional financial costs, and negative effects on relations with faculty and staff groups.
* Failure to establish a safe and respectful work environment and exercising appropriate communication with faculty and staff could result in toxic working conditions with long lasting negative impacts on the institution.
* Failure to build effective relationships with other departments and to ensure consistency in processes could result in inefficiencies and potential negative student experiences.
* Errors in academic or exam scheduling can cause classroom conflicts, degree program conflicts and instructor conflicts. Errors can lead to classes not running as expected time changes which can lead to student conflicts, inability for students to graduate when expected, faculty grievances against academic departments, and dissatisfaction amongst the student body. In addition to internal scheduling complexities, academic scheduling considerations also must include external factors such as impacts on student transportation to campus. Poor decisions may have negative effects on relations with faculty, academic departments, university administrators, and the student body.
* Failure to manage campus operations in a safe and mindful way could result in workplace injury and an unsuitable campus environment for students, faculty, staff and community members.

**Decision Making**

Decisions are diverse and somewhat complex: the employee receives occasional supervision on duties which are mostly covered by defined policy. Decisions require planning and developing procedures within defined policy, or in accordance with generally accepted standards and practices for the occupation or profession.

Example(s):

* Decisions involve interpretation of collective agreements, academic regulations and policies
* Budgetary decisions and resource allocation
* Daily operational decisions that maintain a safe environment
* Manages difficult problems, as they arise, from faculty, staff, students and facility operations
* Decisions of course cancellation that have an impact on student retention and enrolment as well as relationships with departments and instructors.

**Motor/ Sensory Skills**

There is a requirement for basic level of precision in motor or sensory skills with a high tolerance level. Activities may require use of coordination, dexterity, and sensory skills that are common to most jobs, such as dexterity required in keyboarding with no requirement for speed or accuracy, basic manipulation of instruments or equipment, and basic sensory distinctions.

##### Motor/ Sensory Skills

* Fine motor skills on keyboard.
* Active hearing and listening.

##### Effort

Mental:

* Sustained Concentration – frequent interruptions, requests, and newly emerging issues.
* Routinely deals with several, often unrelated, complex issues at the same time and solves complicated problems as they arise.
* Must be able to make complex decisions in a high volume, busy environment and respond to issues as they develop.
* Deal with multiple and competing deadlines and must establish priorities to ensure all tasks are completed in a timely manner.
* Must be responsive and provide guidance to staff when university or government regulations change. Sometimes change is sudden; must respond appropriately and offer guidance to staff.
* Must interpret complex policies and regulations which are often conflicting or not in alignment.

Physical:

Standard office environment with limited exposure to disagreeable elements. Work may require physical demands such as moderate amounts of lifting/moving, stretching/reaching, bending/kneeling, standing or walking, or visual demand.