#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Project Coordinator

**Job Number:** A-427 | VIP: 1693

**Band:** OPSEU- 9

**NOC:** 1221

**Department:** Office of the Registrar/Enrolment Services

**Supervisor Title:** Associate Registrar & Director, Student Records and Scheduling

**Last Reviewed:**  October 6, 2021

#### **Job Purpose:**

Under the direction of the Associate Registrar & Director, Student Records and Scheduling, the Project Coordinator is responsible for supporting the development and implementation of various projects for the Office of the Registrar. Project management responsibilities include the planning of large scale complex multi facet projects requiring sophisticated coordination to ensure completion of projects on time within budget and within scope. This position oversees all aspects of projects from the planning to implementation including but not limited to setting deadlines, assigning responsibilities, monitoring progress, and preparing reports for senior management.

#### Key Activities:

##### Project and Delivery Management

* Develops full-scale project plans and associated communications documents.
* Develops best practices and tools for project execution and management.
* Identifies and oversees project dependencies and critical paths. Plans and schedules project timelines and milestones using appropriate tools. Tracks project milestones and deliverables.
* Leads and directs project development from beginning through to implementation and evaluation. Defines project scope, goals and deliverables that support business goals, in collaboration with management and stakeholders.
* Develops project and delivery standards for project implementation.
* Recognizes problems as they arise and works to solve conflicts as needed.
* Determines the frequency and content of status reports from the project team, analyzes results, and troubleshoots problem areas.
* Defines project success criteria and disseminates them to involved parties throughout project life cycle.
* Plans and conducts regular project team meetings. Ensures goals and objectives are on track and being met. Discusses and addresses issues, problems and or concerns.
* Develops and delivers progress reports, proposals, requirements documentation, and presentations.

##### Project Team and Relationship Management

* Manages relations with internal (Enrolment Services staff, IT department) and external stakeholders (vendors) and regularly provides updates to clients to ensure that project objectives align.
* Builds, develops, and grows working relationships vital to the success of the project. Creates a strong team environment for project implementation.
* Effectively communicates project expectations to team members and stakeholders in a timely and clear fashion.
* Communicates expectations with project stakeholders and provides regular updates regarding project status.
* Sets and continually calibrates project expectations with team members and other stakeholders. Establishes work schedules based on assigned tasks as documented in the project schedule for project team members based on the project timelines.
* Applies project management best practices to solve problems and achieve productive and progressive work interactions among project team members. Liaises with project stakeholders on an ongoing basis.
* Leads lessons learned sessions following projects and implements changes to process based on outcomes

##### Documentation, Training and Communications Coordination

* Facilitates knowledge transfer to stakeholders, users, peers and project team through training, guidance, information, documentation and sharing best practices and lessons learned.
* Leads the development and execution of a marketing and communications strategy for the implementation of each project including coordinating the creation of marketing materials and the planning, designing, and executing social media strategy.

##### Financial and Human Resources Management

* Estimates the resources and participants needed to achieve project goals.
* Where required, makes recommendations to unit managers for the acquisition of required personnel from within their ranks.
* Ensures that appropriate resource levels are maintained throughout the project life cycle.

#### Education Required:

Honours University Degree in a related discipline

Project Management Professional (PMP) certification preferred

#### Experience/Qualifications Required:

#### Minimum five (5) years of current and related experience with a broad working knowledge of information technologies that provide framework for software related projects. Experience managing projects relating to a Student Information System is considered an asset.

#### Proven ability to oversee the development and implementation of large-scale IT projects.

#### Knowledge and experience in project management methodology

#### Experience managing projects relating to a Student Information System is considered an asset.

#### Advanced computer skills in MS Project, Word, Excel and PM software application tools.

#### Solid understanding of and experience with project budgets, and financial matters pertaining to project planning and implementation.

#### Excellent oral and written communication and interpersonal skills are required; must be able to communicate with non-technical users on technical applications and with technical users on business processes.

#### Excellent organizational skills and the ability to successfully engage in multiple projects simultaneously.

#### Supervision:

* Lead hand to the Administrative & Communications Assistant
* Providing training, guidance and direction, assigning and monitoring work related to projects for accuracy and completion and providing input into staffing decisions and performance evaluations.
* Provides guidance to project teams within the Office of the Registrar including internal team members and those in other departments.

**Job Evaluation Factors:**

##### Analytical Reasoning

This position requires a high level of analytical reasoning to apply to responsibilities that are diverse, complex and multi-faceted. Analytical reasoning skills are used to convert business requirements into functional specifications, as well as the ability to conceptualize individual requirements and create links between different stakeholders’ needs. Logical and critical thinking is often required to define problems, develop alternatives, propose, plan and implement solutions. Judgement is exercised

*Example:*

*Project Coordinator must convert business requirements into functional specifications for software programs, conceptualizing individual requirements and creating links between different stakeholders’ needs. This process must lead to the production of an appropriate project plan and RFP.*

##### Decision Making

*Has authority to make significant high-level decisions regarding project specifications, project plans and timelines, project budget and resource allocation. Resolves or decides when to escalate issues and problem resolution. Conducts detailed data analysis and business process analysis to inform management decision making. Makes recommendations to project teams and senior administration regarding solutions to best meet business requirements, workflow/process change based on capabilities, and alternatives to increase functionality.*

*Example:*

*Project coordinator must make decisions on the pertinence of functional requirement and configurations of software to best meet business requirements. Makes decisions on resource allocation for projects. Inappropriate decisions related to resource allocation can lead to budget overruns which impact on the ability for the unit to meet financial obligations and/or the inability to meet commitments to other departments or students.*

##### Impact

The Project Coordinator regularly anticipates risks and issues in plans and requirements and works in collaboration with the project team, management, and IT to take appropriate action to resolve them. Understands the inter-connectedness of internal and external systems, and the impact that changes will have on the business processes of all units. Ensures that designs are integrated into a solution that is fully tested, functional, and accurate. Ensures the smooth transition of all system enhancements into the daily operations of users.

*Example:*

*Project coordinator must ensure that projects remain on time, within budget and within scope. If projects overrun budget it will impact on the ability for the unit to meet financial obligations. If projects do not meet timelines, it will impact the ability for the Office of the Registrar to meet commitments to other departments and to students (ie. registration system not available for students, calendar publication delayed, or additional costs incurred to manually produce calendar, micro-credentials not able to be launched leading to loss of revenue).*

##### Responsibility for the Work of Others

Directly supervises the project related work of the Administrative & Communications Assistant. Provides training, guidance and direction, assigns and monitors work related to projects for accuracy and completion and provides input into staffing decisions and performance evaluations. Provides guidance and oversees the work of project teams within the Office of the Registrar including internal team members and those in other departments.

##### Communication

Internal:

Office of the Registrar team

IT department

Graduate Studies

Office of the Provost

Financial Services

Academic Departments

Administrative Departments

Student groups for testing

External:

Software company, vendors

##### Effort

Mental:

There is a frequent requirement to concentrate for intermediate periods while analyzing and documenting business requirements and developing program code and/or tests. There is a frequent requirement to listen closely to client needs and requests and facilitate consensus on a solution that will work for everyone. Attention to details is essential since errors could have important impact (i.e. incapacity for students to register, or errors in the enrolment data sent for funding and reports to the Ministry). There is some pressure due to tight deadlines and multiple priorities that can create mental fatigue. Occasionally, there may be a requirement to work outside of normal work hours to meet deadlines.

Physical:

The position is required to sit and type on a keyboard for extended periods of time, usually with freedom to move about. The work is performed in an office environment with rare exposure to unpleasant conditions. There is an occasional requirement to walk outside to meet with clients in a different building. Meetings often take place in a typical boardroom environment.

##### Working Conditions

Primarily office environment. Works in meeting rooms as required. Significant interaction with others, including team members and stakeholders. Facilitates meetings in-person, online or by teleconference. Computer work with concentrated periods of focus. Competing demands will require multitasking and amending of priorities.