#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Director, Quality Assurance & Academic Affairs

**Job Number:** X-252 | VIP: 1041

**Band:** EXEMPT- 8

**Department:** Office of the Provost & Vice-President, Academic

**Supervisor Title:** Provost & Vice-President, Academic

**Last Reviewed:**  September 10, 2019

#### **Job Purpose:**

Reporting to the Provost & Vice-President, Academic, this role requires pan-university knowledge and understanding of the Provost’s diverse and expansive portfolio. Spanning across both academic and administrative units, the scope of responsibilities for this position is diverse and substantial and include:

* Leadership for quality assurance, including new program development and program review
* Managing and advising the Committee on Academic Personnel to ensure compliance with the Collective Agreement for personnel decisions including, tenure, promotion, reappointment, merit and sabbatical
* Fiscal management and budget preparation within the Provost’s portfolio
* Supporting College Principals in navigating their roles and responsibilities
* Providing direction and act in a consultative role for major university committees
* Supporting the Provost in daily university operations and situations that are frequently confidential, conflicting or sensitive in nature
* Managing detailed, multi-year faculty records to provide data analysis in support of budgetary and academic planning decision-making
* Managing administrative searches for senior administrative positions
* Managing administrative assistants and oversee their responsibilities

This position advocates for the university in upholding policy and in establishing practices and processes that ensures consistency based on past, current and future decision making. The position maintains knowledge of issues and documentation across the university (e.g., reviews of administrative units, policies, agreements, memorandums of understanding) that support and guide work-related activities and decision- making. In supporting the Provost’s portfolio, this position is central to providing a link between incoming and outgoing administration (e.g., provost, deans, chairs, etc.). The Director briefs the Provost on urgent and confidential items, issues that arise at committees, concerns from direct reports and situations that may arise within the university (e.g., student issues, privacy breaches, conflicts, potential grievances) that may have an impact on the Provost’s portfolio.

#### Key Activities:

##### Quality Assurance

Directs all aspects of Quality Assurance at the University as the Provost’s designate. Acts in consultative and advisory role; provides interpretation, expertise and direction across the institution.

* Significant lead role in ensuring the University’s programs is approved by the Ontario Universities Council on Quality Assurance (Ontario Quality Council) and the Ministry; institutional contact for external stakeholders; represents University at Quality Assurance meetings
* Recommends and implements revisions to both policy and processes to facilitate quality assurance at the University; establishes, assesses and evolves formal QA processes
* Ensures alignment of new degree programs with University’s Strategic Mandate Agreement by providing rationale
* Assists with follow-up responses to Ontario Quality Council and the Ministry, that may include providing arguments and rationale for tuition fees or writing learning outcomes for new programs
* Works on a broader scale to engage various departments in planning, including:
  + Marketing & Communications/Recruitment to ensure compliance with policy for advertising and admission offers for new programs, inclusion in Viewbook
  + Finance Office/Institutional Planning to provide data and assist with budgets
  + Deans on setting appropriate tuition rates for new programs
* Leads comprehensive program review process consistent with academic and quality assurance priorities and external body requirements and standards; leads workshop for departments undergoing review; assists with selection of qualified external reviewers and approves related expenses
* Responsible for managing the formal audit of the University’s audit processes and compliance with quality assurance standards and meeting provisions as outlined in the University’s Institutional Quality Assurance Process, as ratified by Ontario Quality Council and its framework

##### Academic Personnel

Oversees the Committee on Academic Personnel (COAP), which is responsible for reviewing and recommending on tenure, promotion, reappointment, merit, and sabbaticals.

* Ensures compliance with Collective Agreement
* Consults and interprets TUFA Collective Agreement with respect to personnel decisions (e.g., processes, voting, quorum, conflict of interest)
* Directs approval process from COAP through Provost to HR Subcommittee of the Board of Governors
* Updates Provost on status of files and COAP’s recommendations
* Redacts files to uphold confidentiality and privacy policy
* Responds to queries from TUFA regarding process and status of files
* Works with TUFA to organize peer review session

1. Personnel Criteria – tracks, reviews and makes recommendations for revisions; tracks criteria through Joint Committee and Faculty Board to approval by Provost.
2. Maintains comprehensive multi-year data on faculty for use on reports, including academic unit, discipline, campus location, appointment type (tenured, tenure-track, senior lecturer, limited term), retirements and resignations reports academic appointments (e.g., decanal, tenure-track, senior lecturer, limited term, adjunct, chairs/directors, College principals) and personnel decisions (e.g., tenured/permanency, reappointment, promotion to full professor, sabbatical)
3. Reports personnel decisions to HR Subcommittee of the Board of Governors for approval; provides Sabbatical Report Summary to Senate

##### University Committees

Oversees major University committees operating out of the Office of the Provost & Vice-President, Academic

1. Responsible for the Provost’s Planning Group, Committee on Academic Personnel, Faculty Board, Academic Planning & Budget, Cyclical Program Review Committee, and College Principals’ Committee

* Acts in advisory role to provide background knowledge, interpretation and guidance on policies, procedures and historical context of past decisions; maintains comprehensive knowledge and documentation of issues and decisions to support and guide future committee decisions
* Recommends revisions to policy and develops templates to facilitate processes
* Initiates agendas and directs workflow to facilitate committee work
* Briefs Provost on urgent and confidential items and issues that arise at committees (e.g., student issues, privacy breaches, conflicts, potential grievances)
* Initiates and writes reports for Senate and Board of Governors

1. Search/Review Committees – manages administrative Search and Review Committees for Direct Reports hired under the Provost’s portfolio (e.g., Deans, AVPs). Responsibilities include drafting correspondence, e.g., job descriptions, advertisements, interview questions and official announcements. Prepares appointment letters and initiates annual salary letters for Provost’s direct reports.
2. Oversees and consults on committees supported by academic assistants, including Undergraduate Studies Committee, Nominating Committee of Faculty Board and Undergraduate Academic Policy

##### Budget & Finance

Manages budgetary accounts within the Provost’s portfolio, including the following:

* Assists Provost with budget planning and reporting
* Oversees compressible and non-compressible funds; operating accounts, overarching academic accounts (e.g., Faculty Start Up Funds, Marking and Recruitment/Relocation), VP Contingency, College Accounts, and Endowment funds
* Drafts college budget for approval by CASSC; provides allocation of college budget to budget manager
* Forecasts expenditures; reviews monthly budget statements
* Requests carry forwards in consultation with Provost
* Approves expenditures, requests transfers, and monitors accounts
* Follows through on requirements as set out in the Collective Agreements (e.g., cost recoveries for course releases, CUPE expenditures, etc.)
* Working knowledge and understanding of endowment funds, ancillary budgets and Trent’s Responsibility Centred Management budget model

##### Operations & Advisory

Responsible for supporting the Provost with university-wide functions and operations that fall within the Provost’s sizeable portfolio. Responsibilities vary in frequency and are often confidential, conflicting and sensitive in nature. Some examples of key responsibilities include:

1. Supports Direct Reports and Liaises with Senior Administration – handles, recommends and/or consults on diverse issues that may be both complex and sensitive in nature (e.g., budget, policy personnel, new programs, tuition, grants, and student complaints). Below are some examples that show the range and diversity:

* Reviews agreements and requests legal opinion through Office of VP Finance, at Provost’s direction
* Ensures Dean follows up with communication plan for termination of degree program
* Reviews academic programs in Viewbook to ensure accuracy and completeness
* Reviews Financial Auditor’s report and follows up with direct reports to ensure items are being addressed
* Reviews advertisements for faculty appointments
* Liaised with Risk Management to ensure agreements included appropriate language with respect to student insurance on placements as required
* Reviewed and made recommendations on new Excalibur varsity student-athlete ID program
* Initiates salary letters for direct reports (annual)

1. Policies/Procedures – interprets policies and procedures (e.g., collective agreements, specifically TUFA, with working knowledge of CUPE and OPSEU); recommends improvements and revisions to policies and procedures within the Provost’s portfolio to improve efficiencies and workflow
2. Institutional Memory – maintains knowledge of issues, activities and documentation across the University to provide context and historical background to effectively support and advise Provost, direct reports and inform decision-making, committee work and work-related activities (e.g., personnel, policies, departmental reviews, decanal reviews, Strategic Mandate Agreements, Responsibility Centred Management, the Academic Plan, the Integrated Plan, and the Strategic Research Paper).
3. College Principals – provides support and guidance on a diverse range of topics, including: expenses, budgets, carry forwards, college reserve fund, staffing and personnel decisions, academic skills, academic advising, goals, space, benefits, college fee
4. Student Issues and Complaints – provides assistance to students on any number of issues, consulting with relevant departments as required (e.g., student applied to wrong program on OUAC; student not meeting university requirements to graduate)
5. Data Management and Analysis – supports decision-making and official reports by providing data summary and analysis of detailed faculty data, course distribution and student enrolment (e.g., grad data used by Joint Committee to discuss workload, graph used to support Board of Governor’s financial report; data presented in HR Report)
6. Funding, Reports and Surveys – tracks funding submissions and report deadlines; follows-up with relevant units as required (e.g., eCampus, Career Ready); distributes relevant surveys and submits as appropriate
7. Provost’s Award for Support Staff – oversight for administering award; sits on the committee as participating member

##### Staff Supervision Supervises administrative assistants and oversees their responsibilities that includes committee work (e.g., Undergraduate Studies Committee, Undergraduate Academic Policy Committee, Nominating Committee of Faculty Board), academic integrity, scheduling and faculty committee assignments and general office- related functions (e.g., web maintenance, AODA compliancy).

* Provides training, guidance and direction to administrative assistants; oversees work flow and responsibilities of administrative assistants
* Directs and oversees drafting of correspondence (e.g., letters, speeches, email, speaking notes and reports)
* Responsible for hiring, discipline and dismissal of administrative assistants
* Conducts performance appraisals
* Approves vacation and oversees absenteeism records

#### Education Required:

* Master’s Degree in Education, Business, Administration or related field.

#### Experience/Qualifications Required:

* Minimum eight (8) years of experience in a university setting
* Pan university understanding and knowledge of: academic and administrative environments; university governance operations (e.g., Senate, Board); and, governing policies, procedures and related practices
* Experience working and consulting with senior management in a complex diverse organization; specific understanding of senior administration’s roles and responsibilities
* Demonstrated record of success in academic operations and proven commitment to promoting effective academic workflow in a university setting; institutional memory is highly desirable
* Expert knowledge and understanding of academic programs and services; including extensive knowledge of and experience with quality assurance processes, new program development, learning outcomes and curriculum mapping. Direct experience working with Ontario Quality Assurance Framework and Ministry on new program development and tuition fees is an asset
* Proven experience with faculty personnel decisions (e.g., tenure and promotion) and a strong understanding of the TUFA Collective Agreement
* Understanding of university administrative units (e.g., Colleges, Centre for Teaching & Learning, Trent International, Careerspace), their relationships to academic units, and the services each provides to students, faculty and staff across the university
* Financial acumen; experience with budget preparation and fiscal management; understanding of academic and ancillary operations, endowments and Responsibility Centred Management
* Excellent judgement, problem-solving and decision-making skills; demonstrated ability to establish meaningful priorities and maintain a high quality of service; effective in initiating change and improvement to create efficiencies and facilitate work flow
* Demonstrates a high level of professionalism and intuitiveness; effectively addresses issues that are sensitive and/or confidential with discretion and diplomacy
* Proven supervisory skills with outstanding organizational and time management skills and strong attention to detail
* Excellent interpersonal, written and verbal communication skills to effectively build and develop positive working relationships with internal and external stakeholders