**Department of Human Resources**

**Exempt Job Description**

**Job Title:**  Manager, School of Graduate Studies

**Job Number:**  X-274

**Band:** 7

**NOC:**  0312

**Department:**  School of Graduate Studies

**Supervisor Title:** Dean, School of Graduate Studies

**Last Reviewed:** September 10, 2019

**Job Purpose**

Reporting to the Dean of Graduate Studies, the Manager, School of Graduate Studies is responsible for managing the daily operations of the School of Graduate Studies, including managing all staff, scheduling, budgets, planning and overseeing administrative practices related to recruitment, applications, admissions, records, and financial aid for graduate students. This position works closely with Graduate Program Directors and the Academic Administrative Assistants to provide senior level expertise and guidance to 19 graduate programs. This role is complex as many of the functions that are managed by multiple departments at the undergraduate level (Marketing, Recruitment, Admissions, Financial Aid, Office of the Registrar) are managed within the Office of Graduate Studies for graduate students. Given that the Dean of Graduate Studies position is rotational with a new incumbent every 5 years the Manager is critical in providing strategic advice, expertise, and information on best practices to the Dean so he/she can execute his/her role in relation to financial and human resources management as well as policy interpretation and implementation. The Manager is also critical in providing leadership to the staff within the Office of Graduate Studies and ensuring a smooth transition as Deans change and as new programs are introduced.

**Key Activities**

***Human Resources Management;***

* Responsible for managing daily operations and all staff within the School of Graduate Studies including four permanent full-time positions, part-time and contract positions, and students
* Oversees training and scheduling of all full-time, part-time, contract and student staff
* Organizes and assigns regular duties and special projects, assists in the timely completion of job activities, and oversees the daily activity of the team
* Responsible for reviewing and drafting job descriptions, setting interview questions and testing, participating on hiring committees for staff within the School of Graduate Studies and Academic Administrative Assistant positions for graduate programs
* Responsible for the hiring of Graduate Teaching Assistants, ensuring the completion of mandatory training, and liaising with Human Resources and Undergraduate Program Chairs to address performance issues as required.
* Responsible for completing staff performance appraisals, managing performance issues, and taking disciplinary action, as necessary
* Determines and assigns workflow for staff in the School of Graduate Studies and maintains positive office morale under stressful and heavy workload conditions
* Responsible for setting formal and informal office policies and procedures, ensuring tasks are completed within timelines/deadlines and in compliance of collective agreements and other university policies
* Responsible for providing functional guidance to Academic Administrative Assistants (AAA), organizes and chairs AAA meetings, and coordinates training.

***Financial Planning & Management;***

* Responsible for managing the budget, planning and financial operations of the School of Graduate Studies, including nineteen graduate programs (Approx. $6.5M).
* Provides strategic advice to the Dean of Graduate Studies regarding resource allocation.
* Exercises signing authority for graduate studies operating accounts, program Academic Assistant salary account, and student funding accounts including the direct oversight of the Graduate Teaching Assistantship budget ($3.6M) and final sign off on payroll forms for Graduate Teaching Assistants.
* Responsible for the tracking and allocation of graduate student funding including Research Fellowships, Dean’s PhD, Dean’s Excellence, and International Fee Waivers.
* Oversees the annual allocation of the Graduate Student Research Support Fund and the Strategic Research Support Fund.
* Reviews budgets and expenditures monthly, approves expenditures of graduate programs and School of Graduate Studies office staff.
* Prepares annual Queen’s/Trent Graduate Program invoicing.
* Works closely with the Department of Financial Services and Manager of Budgeting Services in finalizing the Dean, School of Graduate Studies annual budget for Board approval.
* Works closely with the Senior Manager, Accounting Services to finalize annual fee charts for graduate programs and billing for students.

***Records and Administration;***

* Organizes and keeps records for the Graduate Studies Faculty Appointments sub-committee. Issues graduate faculty appointment letters and maintains a database of graduate faculty and adjunct faculty (including curriculum vitae and required documentation). Provides direction to graduate programs on the interpretation of the School of Graduate Studies Policy on Graduate Faculty Appointments.
* Organizes and keeps records for the Graduate Studies Curriculum and Regulations sub-committee on the major and minor changes to regulations and curriculum, provides advice to graduate programs on regulations and curriculum, including CPRC rules pertaining to the development of new programs, and prepares material on regulations and curriculum for School of Graduate Studies Senate reports.
* Oversees the annual updating of the Graduate Academic Calendar and ensures that changes in the calendar have been approved by Senate. Coordinates with Graduate Program Directors and the designer to ensure all content is current and properly reflected.
* Oversees activities of, and serves as consultant on, the Graduate Studies Committee (Senate Committee), including scheduling of meetings, preparing agenda items, and maintaining a SharePoint page with documentation for review by the committee.
* Responsible for the admissions of students to graduate programs including producing letters of offer, and ensuring the appropriate level of funding is included in the admission package.
* In cooperation with the Dean of Graduate Studies, responsible for the enrolment management of graduate students, ensuring MAESD quotas are met, and tracking applications, offers, and acceptances.
* Oversees international credential assessments, including requirements related to language proficiency requirements, for international applicants
* Working with the OUAC and IT Department, oversees the development and maintenance of on-line systems for graduate admissions and application.
* Coordinates with the Manager of Convocation & Alumni Relations for all matters related to graduate students at convocation. Oversees the adjudication of the Governor-General’s Gold Medal and President’s Medals.
* Assists the Office of the Registrar with registrarial functions for graduate students (e.g. registration procedures and year-end progress reports).
* Assists in the preparation of statistical reports and all MASED reporting (e.g. Time-to-Completion, Maclean's Reporting, Ontario Universities Council on Quality Assurance Macro-Indicators, etc.). Works closely with Institutional Planning and IT to ensure provincial count information is accurately reflected in the student information system.

***Communication;***

* Oversees updates to Graduate Studies literature and communication materials (Graduate Student Handbook, Graduate Studies Viewbook, website, web pointers and information sheets, etc.).
* Oversees content for digital marketing initiatives and online ad campaigns
* Coordinates attendance for recruitment opportunities at university fairs and open houses

***Student Involvement;***

* Liaises with Trent International to advise graduate students and graduate faculty on requirements related to visas, study permits, language proficiency, and UHIP.
* Oversees planning of Graduate Orientation activities and workshops at both the Peterborough and Durham campus.
* Liaises with the Centre for Teaching and Learning to coordinate professional development opportunities for graduate students.
* Counsels graduate students on academic matters (liaises with Dean of Graduate Studies, Graduate Program Directors, Registrar's Office, Co-ordinator of Research and Graduate Studies, Counselling and Careers Centres, Student Financial Aid Office, Special Needs Office, etc., as appropriate).
* Serves as liaison with the Trent Graduate Students' Association (TGSA) and Principal of the Graduate Student College.

***Liaison;***

* Represents the University at provincial meetings on graduate studies, as requested by the Director, Office of Research and the Dean of Graduate Studies.
* Ensures completion of year-end progress reports and ensure compliance for auditors.
* Coordinates Graduate Auditor’s Visit, provides requested sample documents and information.

***Other;***

* Provides assistance to the Dean of Graduate Studies with various tasks, as required.

**Education Required**

Honours University Degree (4 year) with some graduate experience and education.

**Experience Required**

* Three to five years directly-related experience.
* Experience managing staff in a unionized environment
* Experience with general accounting and budgeting practices and ability to perform advanced financial duties
* Ability to maintain a high level of accuracy in preparing and communicating information
* Demonstrated ability in team building and a commitment to employee development and safety.
* Experience in office administration, supervision, organizational, planning and priority setting skills to facilitate and ensure collegial environment for effective team work and provision of services.
* Demonstrated interpersonal skills required. Sensitivity to issues affecting both staff and students.
* Experience working in an office environment with high work volume and frequent interruption of work flow.
* Excellent verbal and written communication skills are essential to clearly communicate complex issues to senior administration, faculty, staff and students.
* Ability to successfully address emerging and unpredictable events in a timely manner using tact and discretion as required.
* Must demonstrate proficiency in working in a computerized environment including use of typical office software, such as word, excel and information systems required for managing financial, human resources, and student records

**Responsibility for the Work of Others**

Direct Responsibility for the Work of Others:

* Records & Data Management Officer
* Graduate Finance Officer
* Admissions Officer \*new position
* Recruitment & Administrative Assistants
* Contract Staff
* Student Staff

Responsible for hiring, training, assigning and monitoring work, approving leave, completing performance appraisals and performance management.

Indirect Responsibility for the Work of Others:

* 7 graduate Academic Administrative Assistants and 1 Program Coordinator

Responsible for developing and updating job descriptions, overseeing hiring and training, communicating changes to administrative practices, and providing guidance on the interpretation and implementation of policy.

**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.

Internal:

* Dean of Graduate Studies
* School of Graduate Studies Staff
* Provost’s Office
* Office of Research
* Office of the Dean of Arts & Science
* Dean of Education
* Dean of Nursing
* Graduate Studies Program Directors & Faculty
* Graduate Studies Committee (Senate Committee)
* Graduate Program Academic Administrative Assistants & Program Coordinators
* Graduate Students
* Undergraduate Program Chairs and Administrative Assistants
* Trent International
* Human Resources
* Office of the Registrar
* Financial Services
* Information Technology
* Institutional Planning
* Trent Graduate Students’ Association
* Centre for Teaching and Learning
* Student Services
* Student Accessibility Services Office

External:

* Prospective Students
* International Recruitment Agencies
* External content and marketing designers for communication materials
* Ontario Council of Graduate Studies
* Ontario Universities Application Centre

## Decision Making

The Manager is expected to operate at a highly independent level and is responsible for the daily operation of the School of Graduate Studies, with the Dean providing high-level guidance for sensitive and strategic matters.

* Makes budgetary decisions and assists in allocation of resources.
* Makes decisions related to annual department spending for the School of Graduate Studies and aligns available resources to meet objectives.
* Analyses and interprets policies. Develops, changes and/or amends procedures based on policies.
* Makes daily operation decisions and works to resolve administrative issues and create efficiencies.
* Liaises with Program Directors and makes decisions related to content for the purposes of marketing and recruitment materials.
* Makes decisions as to the interpretation of Collective Agreements.
* Manages administrative staff including leave requests, training and employee development, complaints and performances issues as required.

## Impact

* Failure to correctly forecast commitments and expenditures could result in overspending which directly impacts the ability to make strategic financial decisions for the institution. Also this could result in excessive surplus funds which could result in missed opportunities for effective planning related to continued growth.
* 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 work place 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.

## Effort

### **Mental:**

* Sustained Concentration – frequent interruptions, requests and newly emerging issues.
* All tasks requiring attention to detail
* Multitasking
* Sustained Attention – Accurate data entry and calculations of financial figures

### **Physical:**

* Duration – work schedule may require extended hours
* Sitting – long periods of time at desk working on computer, attending meetings, answering the telephone
* Bending – retrieving files
* Keyboarding – word processing and spreadsheets done on computer