#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Assistant Director, Facilities & Operations

**Job Number:** X-337 | VIP: 1042

**Band:** EXEMPT- 8

**Department:** Student Housing

**Supervisor Title:** Director, Student Housing & Residence Life

**Last Reviewed:**  May 5, 2023

#### **Job Purpose:**

Reporting to the Director, Student Housing & Residence Life, the Assistant Director leads the Facilities & Operations unit to provide a safe, caring, and welcoming living experience that contributes to student success for undergraduates, graduate, ESL, and co-op students in residence and off-campus in Peterborough and Durham. Areas of responsibility include student housing admissions, occupancy management, operations, facility services, and the resident service experience. This role includes the provision of community housing support and services for students living off-campus working with community partners.

The Assistant Director will lead with attention to quality, customer experience, and provide subject matter expertise on related topics. The incumbent is responsible for the development and implementation of a 15-year $40M residence facilities renovation plan, a rolling 5-year unit operating plan, and regularly contributes to departmental strategic planning. This position manages a unit budget of over $8 million and oversees approximately 800,000 square feet of residence facilities in Peterborough and Durham. The Assistant Director serves as the main university contact for operational issues in leased and public-private partnership spaces.

The Assistant Director directly supervises OPSEU staff and indirectly supervises student employees in the unit. The position is responsible for providing support and guidance to staff in the management of incidents and is available by phone as part of an on-call rotation for Peterborough and Durham campuses.

#### Key Activities:

##### Leadership & Planning

* Responsible for leading the facilities & operations unit, in Peterborough and Durham, including budget management, personnel, planning, project management, service delivery and assessment. This includes working collaboratively with Student Affairs departments, Colleges, Human Rights, Purchasing, Facilities Management, Admissions, External Relations, Information Technology, Registrar’s Office, Human Resources, and external university service providers.
* Develop unit goals and rolling 5-year unit operating plans that align with institutional and department mission, strategic plans, and priorities. Monitor activities of staff in carrying out plan initiatives. Modify plans for practice in a way that incorporates assessment findings and student feedback. Develop implications for action plans based on assessment findings.
* Develop unit policies and procedures for managing issues under their purview, coordination with campus and lease partners, and operational planning.
* Oversee unit planning that includes the annual operational timeline, including overseeing the management of operations of major events in collaboration with Conference Services, Facilities Management, and other campus partners.
* Establish timelines, schedules, and deadlines for the opening and closing of residences, applications, admissions, and room selections processes. Work collaboratively with Recruitment & Admissions to align timelines to advance University enrolment targets, and communicate to students, staff, and campus partners.
* Create a unit budget that accurately forecasts $8 million in annual expenses within established departmental guidelines to fund the operation of the unit. Develop proposals for multiple year strategic budgets for the unit to align with long-term plans.
* Monitor budget through monthly reports and address any variances with the Financial Officer. Adjust operating needs based on expenditure trends. Advise Financial Officer of any needed adjustments to allocations.
* Monitor recurring contracts for compliance with contract terms and initiate action when necessary. Work closely with Purchasing to monitor procurement activities to ensure quality of supplies and services received.
* Create and disseminate long and short-term occupancy forecasts using historical, existing, and future data for university residences. Develop plans in consultation with campus partners and practices relating to enrolment management (e.g., Recruitment, Admissions, Institutional Research).
* Represent department on a variety of institutional and provincial committees and working groups. Appoints staff to university committees that require input from residence operations and services.

##### Facilities, Health & Safety and Capital Projects

* Lead the implementation of the 15-year $40 million facilities plan to enhance the residence buildings and address deferred maintenance, collaborating with Facilities Management, IT, Colleges, Security, and the TrentU Card Office. Periodically review and update the long-term facilities renewal plans to reflect changes in assumptions, market trends, and goals.
* Establish and communicate facility service level expectations and oversee the work order system to create a living environment that facilitates student success.
* Evaluate facilities assessment and feasibility reports and provide recommendations for repair and/or replacement actions.
* Review renovation and capital project plans and project specification. Provide feedback to external partners and Facilities Management.
* Participate in the selection and recommendation for award of major residence replacement and renewal projects.
* Based on departmental goals and standards, create policies for inventory controls to safeguard assets (e.g., furniture, operational supplies, etc.) Allocate resources to support goals and standards. Review audits and analyze variances to make inventory or procedure adjustments.
* Serve as the university contact for residence operational issues in leased and residence public-private partnership spaces. Manage residence service level agreements with university partners (e.g., LPC, TVOA, CLC). Conduct period reviews of partnership arrangement and parameters relating to contracts, operations, facilities, and services. Work with partners to remediate issues.
* Lead student housing space planning efforts to develop space recommendations and solutions to maximize utilization effectiveness. Accountable for the health & safety protocols, initiatives, and issues related to student housing operations. Develop and communicate protocols for staff when responding to emergent crises. Monitor plans, assess effectiveness, continually improve health & safety practices and ensure compliance with regulatory legislation and bodies in collaboration with campus partners.

##### Residence Admissions & Services

* Ensure integrated service delivery across the department and its partners by providing oversight and management of the following areas: Admissions, Occupancy Management, Service Experience and Facility Services.
* Maximize flexibility and responsiveness for all operations and services to foster a living environment where students can succeed.
* Oversee the residence admissions and assignments business processes, ensuring that processes incorporate related legal requirements. Monitor, evaluate and assess processes and take action as required to address changing student needs, legal issues, and trends.
* Develop the departmental strategy for allocating beds in support of specific departmental strategic objectives (e.g., top scholars, living learning communities).
* Create and disseminate long and short-term occupancy forecasts using historical, existing, and future data for university residences. Develop plans in consultation with campus partners and practices relating to enrolment management (e.g., Recruitment & Admissions, Office of Institutional Planning & Analysis).
* Responsible for reporting on occupancy capacity data and to identify opportunities to maximize space usage. This includes providing regular reports and updates to members of PVP.
* Develop procedures meeting legal requirements relating to student accommodation and unique needs. Collaborate with a variety of campus partners to ensure students’ residence needs are met with relation to disabilities, medical needs, religious practices, and other needs as outlined in legislation. Oversee the work of staff implementing procedures and individualized solutions for students.
* Write and update residence contracts and lease agreements. Incorporate student feedback into the development of documents. Work directly with legal counsel to ensure documents are regularly reviewed to meet legal requirements.
* Establish process for contract and lease agreement signing. Hear student appeals of the residence agreements and fees, processing exceptions to the contract and lease agreements. Chair the Housing, Food, Card, Tuition appeals committee.
* Develop contracts and memorandums of understanding with other departments to provide clarity with respect to goals, outcomes, deliverables, and procedures relating to specialized housing.
* Oversee the operations of information technology service level agreements for residents (e.g., Trent IT, LPC, TVOA, CLC).
* Provide leadership to the operation of the Student Housing Office and five (5) Service Centers.
* Implement systems to gather, assess and improve the residence service experience.
* Oversee the implementation of innovative service delivery options to residents.

##### Off-Campus Community Housing

* Develop partnerships with the local municipalities, community agencies and institutions to improve access to student housing and deliver joint initiatives that foster positive community relations.
* Participate in community housing initiatives and working groups as a representative of the institution.
* Respond to escalated complaints and issues related to student behaviour and housing.
* Provide direction to the Off-Campus Housing team to support students living off-campus including advice related to leases, tenant issues, the Residential Tenancy Act, municipal by-laws, and community relations. This work includes overseeing the third-party listing service Places4Students.
* Resolve issues related to student behaviour off-campus working with municipal representatives, police, community agencies, student governments and campus partners.
* Oversee the Emergency Housing Fund Policy including its development, implementation, and oversight of the fund allocation committee. Chair the appeals committee.

##### Human Resources

* Directly hire, train, and supervise staff under purview. Indirectly supervise student employees.
* Create an effective team with clear roles, responsibilities, and tangible goals.
* Oversee and manage the work of employees, providing strategic and tactical advice, guidance, and coaching.
* Examine and implement staffing, job descriptions, and pay structures for student employment within the department. Ensure student employment recruitment, training, compensation, and supervision practices adhere to institutional guidelines and laws, and align with departmental goals.
* Establish procedures pertaining to the hiring, training, and supervision of student employees. Ensure supervisory practices are consistent with institutional practices and legal requirements.
* Oversee the departmental knowledge base and learning system for the Operations & Services unit.
* As a member of the housing leadership team work collectively to establish and communicate expectations and create norms to support the organizational philosophy and culture by implementing and modeling the values, aspirations, and goals to develop a highly engaged team.
* Create and promote a safe working environment committed to employment equity and continuous learning.
* Address and resolve matters to support a high-performing team. Maintain knowledge of and respect for the University collective agreements.
* As needed, act as Director, Student Housing & Residence Life in their absence.

##### Other

* Serve as a contributing member of the university on collaborative inter-departmental efforts and external relations.
* Is available and provides support and guidance to staff in the management of incidents and is available by phone as part of an on-call rotation for the Peterborough and Durham campuses. Provides support and instruction staff at the Durham campus related to residence emergencies. During on call rotations must be able to coordinate services to support campus responses if they cannot immediately attend. Responds to emergencies such as suicide, students emotional or physical crisis, safety threats to persons or buildings, and facilities emergencies, etc.
* Some evening and weekend work required.
* Other duties as assigned.

##### Research & Assessment

* Monitor trends and best practices within post-secondary student housing and interpret how forces and factors influence student housing in our campus communities.
* Work with the Office of Institutional Planning & Analysis to align and plan research and assessment activities.
* Oversees the development of data and tools to inform strategic and operational planning and performance measurement.

#### Education Required:

* Graduate Degree in a related field (P.Eng, M.Ed, MBA).
* Certification in Facilities Management or Project Management from an accredited body.

#### Experience/Qualifications Required:

* A minimum of five (5) years of related experience in housing or facilities management is required.
* Experience supervising in a unionized environment is required.
* Experience with facilities management and renewal planning.
* In-depth understanding of housing information management systems including reporting and forecasting occupancy.
* Understanding of student development and the student life cycle. Demonstrated understanding of the role of facilities, operations, and off-campus housing in the retention and support of student learning and development.
* Experience developing and managing operating and project budgets.
* Demonstrated experience in supporting students in distress or in crisis, including appropriate referrals and follow-up.
* Demonstrated ability to interpret a variety of departmental procedures, policies, and practices in decision making.
* Demonstrated understanding of university structures and decision-making.
* Demonstrated commitment to and understanding of diversity, equity, and accessibility issues with respect to post-secondary students.
* Proven ability to organize and handle a variety of projects, deadlines, and schedules simultaneously and independently.
* A demonstrated understanding of relevant legislation, including (but not limited to) the following: the Residential Tenancies Act, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, Freedom of Information and Protection of Privacy Act, Occupation 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.

#### Skills Required:

* Strategic planning skills and the ability to conceptualize and propose new initiatives.
* Ability to identify problems and deal with complex situations by probing for information, analyzing complex issues and developing solutions for unique situations.
* Excellent statistical analysis skills, including the ability to develop reports for a variety of institutional stakeholders.
* Excellent interpersonal skills and written/spoken communication skills, tact, and patience. Superior conflict management, mediation and negotiation skills, and political acumen.
* Strong judgment, analytical and problem-solving skills.
* Innovative, flexible, quick learner with the ability to adapt to change and work with ambiguity.
* Ability to research, learn, teach and disseminate information.
* High degree of enthusiasm, developmental orientation, and organization.
* Ability to maintain confidentiality.
* Working knowledge of Microsoft Office Suite, housing information management systems and supportive technologies, and records management systems.
* Ontario drivers G class driver’s license with access to a vehicle to be able to attend events, meetings, and respond to incidents in Peterborough and Durham.