**Department of Human Resources**

**Exempt Job Description**

**Job Title:** Assistant Director, Residence Operations & Services

**Job Number:** X-337

**Band:** 8

**NOC:** 0632

**Department:** Housing Services

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

**Last Reviewed:** June 19, 2020

**Job Purpose**

Reporting to the Director, Student Housing & Residence Life, the Assistant Director provides primary leadership for business operations relating to residence admissions, facilities, technology, and services for the department of Student Housing & Residence Life. The primary function is to ensure that departmental business operations function in a way that provides exemplary service and delivers an outstanding student experience for residence students in Peterborough and Durham.

The Assistant Director is responsible for the development and implementation of a 10-year residence facilities renewal plan, a rolling 5-year unit operating plan, and regularly contributes to departmental strategic planning. This position manages a unit budget of over $6 million and oversees approximately 500,000 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 providing support and guidance to staff in the management of incidents and is available by phone as part of a biweekly on call rotation for Peterborough and Durham campuses.

**Key Activities**

**Planning & Leadership**

1. Responsible for leading the residence services and 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, Recruitment and Admissions, Information Technology, Registrar’s Office, Human Resources and external university service providers.
2. Develop unit goals and rolling 5-year unit operating plans that align with institutional and department strategic plans, priorities, and missions. Facilitate the creation of unit policies and procedures. Monitor activities of program personnel and students 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.
3. Develop unit procedures for managing issues under their purview. This includes but is not limited to managing keys and access control, facilities concerns, accessibility and accommodation issues, financial appeals, staffing, and service-related concerns. Assess the effectiveness of these procedures and address concerns as required.
4. Create unit budget that accurately forecasts $6 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.
5. 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.
6. 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.
7. 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).
8. 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.

**Residence Admissions & Systems**

1. 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.
2. Develop the departmental strategy for allocating beds in support of specific departmental strategic objectives (e.g., top scholars, living learning communities).
3. Forecast occupancy targets for various groups and populations (e.g. first year, upper year, graduate, top scholar, student athletes, expanded space needs). Develop and employ strategies for making mid-course adjustments to impact occupancy.
4. 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 and communicate to students.
5. Develop procedures meeting legal requirements relating to student accommodations 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.
6. Write and update residence contracts and lease agreements. Incorporate student feedback into the development of documents. Ensure documents are regularly reviewed by legal counsel to meet legal requirements.
7. 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.
8. Develop contracts and memorandums of understanding with other departments to provide clarity with respect to goals, outcomes, deliverables, and procedures relating to specialized housing.
9. Oversee the operations of information technology service level agreements (e.g., Trent IT, LPC, TVOA, CLC). Incorporate IT into facilities plans to align with departmental goals and budgets.
10. Develop relationships with external vendors relating to housing information management systems. Oversee the implementation of the security solutions for housing information management systems incorporating legal requirements. Develop budgets to implement projects and modules. Ensure procurement and licensing protocols are followed. Ensure project coordination and implementation meets stated goals.

**Facilities & Capital Projects**

1. Develop a rolling 10-year facilities plan for replacement and renewal based on the facilities assessments, strategic plan, and other facility needs. Periodically review and update the long-term facilities renewal plans to reflect changes in assumptions, market trends, and goals.
2. Develop a facilities assessment plan based on institutional and departmental facility standards. Manage assessment to ensure plan and standards are followed.
3. Evaluate facilities assessment and feasibility reports and provide recommendations for repair and/or replacement actions.
4. Review renovation and capital project plans and project specification. Provide feedback to external partners and Facilities Management.
5. Participate in the selection and recommendation for award of major residence replacement and renewal projects.
6. Work collaboratively with Facilities Management to implement facilities maintenance, preventative measures, and address student issues.
7. Based on departmental goals and standards create policies for inventory controls (e.g., furniture, operational supplies, etc.). Allocate resources to support goals and standards. Review audits and analyze variances to make inventory or procedure adjustments.

8, 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.

**Human Resources**

1. Directly hire, train, and supervise staff under purview. Indirectly supervise student employees.
2. Create an effective team with clear roles, responsibilities, and tangible goals.
3. Oversee and manage the work of employees, providing strategic and tactical advice, guidance, and coaching.
4. 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.
5. Establish procedures pertaining to the hiring, training, and supervision of student employees. Ensure supervisory practices are consistent with institutional practices and legal requirements.
6. Provide initial training and on-going coaching and guidance to Manager, Student Affairs and Student Life Coordinator at Durham campus in the support of the residence program at the Durham campus. Provides direction on responses to incidents in residence.
7. As needed, act as Director, Student Housing & Residence Life in their absence.

**Other**

1. Serve as a contributing member of the Division of Student Affairs on collaborative inter-departmental efforts.
2. Is available and provides support and guidance to staff in the management of incidents and is available by phone as part of a biweekly on call rotation for the Peterborough and Durham campuses. Provides support and instruction to the managers and OPSEU staff at the Durham campus related to residence emergencies. During on call rotations must be able to coordinate services to support campus responses in the event that 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.
3. Some evening and weekend work required.
4. Other duties as assigned.

**Education**

Graduate degree in a related field required. Certification in facilities project management or project management from an accredited body is required.

**Experience Required**

1. A minimum of 5 years of related experience in housing or facilities management is required.
2. Experience with facilities renewal planning and supervision of staff is required.
3. In-depth understanding of housing information management systems including reporting and forecasting occupancy.
4. Demonstrated understanding of the role of residence admissions and facilities in the retention and support of student learning and development.
5. Experience developing and managing operating and project budgets.
6. Demonstrated experience in supporting students in distress or in crisis, including appropriate referrals and follow-up.
7. Demonstrated ability to interpret a variety of departmental procedures, policies, and practices in decision making.
8. Demonstrated understanding of university structures and decision-making.
9. Demonstrated commitment to and understanding of diversity, equity, and accessibility issues with respect to post-secondary students.
10. Proven ability to organize and handle a variety of projects, deadlines, and schedules simultaneously and independently.
11. 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.
12. Understanding of student development and the student life cycle.

**Skills Required**

1. Strategic planning skills and the ability to conceptualize and propose new initiatives.
2. Ability to identify problems and deal with complex situations by probing for information, analyzing complex issues and developing solutions for unique situations.
3. Excellent statistical analysis skills, including the ability to develop reports for a variety of institutional stakeholders.
4. Excellent interpersonal skills and written/spoken communication skills, tact, and patience. Superior conflict management, mediation and negotiation skills, and political acumen.
5. Strong judgment, analytical and problem-solving skills.
6. Innovative, flexible, quick learner with the ability to adapt to change and work with ambiguity.
7. Ability to research, learn, teach and disseminate information.
8. High degree of enthusiasm, developmental orientation, and organization.
9. Ability to maintain confidentiality.
10. Working knowledge of the Microsoft Office Suite, housing information management systems and supportive technologies, and records management systems.
11. 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