#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Manager, Trent University Durham Dean’s Office

**Job Number:** X-461 | VIP: 1965

**Band:** EXEMPT-8

**Department:** Office of the Dean and Head, Trent University Durham

**Supervisor Title:** Dean and Head, Trent University Durham

**Last Reviewed:**  February 2, 2024

#### **Job Purpose:**

Reporting to the Dean and Head, Trent University Durham, this position is of central importance for the academic mission of the University, and in particular, the Durham campus, as it provides financial and administrative support to the Dean and Head, and is responsible for the day-to-day operation of the Durham academic division. Working closely with Department Chairs and Academic Administrative Assistants in both Durham and Peterborough, the position is responsible for providing senior level expertise and leadership with respect to the operations of academic departments.

Considering that Dean appointments are on a staggered five-year rotation, the Manager is critical in providing strategic advice, expertise, and information on best past practice to the Dean, for them to execute their role as a financial and human resource manager.

#### Key Activities:

##### Financial Planning and Management

* Provides strategic advice and support to the Dean and Head, Trent Durham, the Associate Dean, Trent Durham, and academic departments, to develop instructional budgets within the Durham campus division
* Manages instructional budgets for Durham; monitors and reviews costing monthly to ensure units stay within their budget
* Exercises signing authority on all instructional and discretionary funds for the Durham Office of the Dean
* Provides strategic advice to the Dean and Head regarding resource allocation and funding priorities
* Transfers and tracks all discretionary funds for the Durham Office of the Dean
* Authorizes CUPE adjustments.

##### Personnel and Labour Relations

* Responsible for accuracy and maintenance of Durham faculty personnel files, as per the Collective Agreement
* Responsible for maintaining the official University record of faculty Earned Years of Service (EYS) for all Durham faculty and prepares annual summary of same to Department Chairs
* Acts as a key resource and provides timely assistance and advice to Trent Managers, Directors and Faculty on employment policies and procedures (contractual and other)
* Responsible for advising departmental chairs and program coordinators, keeping them aware of important personnel matters requiring their attention, including reappointment, tenure and promotion files.
* Provides support to Academic Administrative Assistants; answers questions and resolves problems where possible and refers only highly unusual problems to Chairs or Deans
* Approves advertisements for all full-time faculty positions to ensure compliance with Canadian immigration regulations.
* Authorizes all postings for part time faculty positions (CUPE unit 1 and 2) on campus.
* Responsible for departmental compliance with respect to personnel matters of Collective Agreements (advertising, hiring, tenure, promotion, and sabbaticals)
* Consults with managers, employees, and faculty to provide guidance and interpretation on Collective Agreements (TUFA, CUPE Unit 1, CUPE Unit 2 and OPSEU)

##### Office Management & Supervision

* Responsible for hiring, training, disciplining, supervision and performance appraisal of the Durham Administrative Coordinator
* 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 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.
* Maintains positive office morale under stressful and heavy workload conditions

#### Education Required:

* Master’s Degree, preferably in Business Administration with specialization in human resources or accounting. Advanced training and demonstrated experience with modern budgeting systems is required.

#### Experience/Qualifications Required:

* Five (5) years progressive experience working in administration, or an education 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.
* Experience in office administration, supervision, organizational planning and priority setting skills to facilitate and ensure collegial environment for effective teamwork and provision of support to the academic unit.
* Demonstrated interpersonal skills required.
* Demonstrated ability to work effectively with a diverse population in a cross-cultural environment.
* Demonstrated ability to work independently in a multi-tasking environment that requires a high level of adaptability; combined with excellent teamwork.
* Experience of working in office environment with high work volume and constant interruption of workflow
* Specific knowledge of academic policies and Collective Agreements (TUFA, CUPE and OPSEU)
* Specific knowledge of Payroll, Registarial, and Human Resources system, policies, and procedures
* Must demonstrate proficiency in working in computerized environment including use of typical office software, such as word, excel and human resource information systems.
* Ability to successfully address emerging and unpredictable events in a timely manner, often using tact and discretion.
* A thorough understanding of relevant legislation, including (but not limited to) the following: the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, Freedom of Information and Protection of Privacy Act, Occupational 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.
* Ability to maintain confidentiality.

#### Supervision:

##### Direct Responsibility for the Work of Others

* Administrative Coordinator (1)

##### Indirect Responsibility for the Work of Others

* Undergraduate Academic Administrative Assistants (4)

**Job Evaluation Factors:**

##### Analytical Reasoning

Work requires very complex analysis and highly developed reasoning skills to solve a broad range of problems within a framework of broad policy and mandates. Considerable judgment required to plan and organize strategic, creative, policy and program, forming solutions which may affect the entire organization.

* Budgetary decisions and resource allocation
* Manages difficult problems, as they arise, from faculty, staff, students
* Decisions of course cancellation that have an impact on student retention and enrolment as well as relationships with departments and instructors
* Presents data so that it is clear, concise and persuasive (such as in support of collective bargaining, budget presentation and negotiation of other agreements)
* Develops training programs for Durham Office of the Dean staff and Durham AAAs
* Establishes tracking documentation, information packages, annual workflow, and guidelines for Durham Office of the Dean

##### Decision Making

The Manager is expected to operate at a highly independent level and is responsible for the functional areas of the Durham academic division, with the Dean providing high-level guidance for strategic matters.

* Makes budgetary decisions and assists in allocation of resources. Analyses and interprets policies. Develops, changes and/or amends procedures based on policies. Makes daily operation decisions and resolves administrative problems.
* Deals with difficult problems from faculty and students, makes decisions keeping in mind how it will affect the other divisions
* Makes decisions as to the interpretation of the CA’s
* Makes decisions on departmental and decanal spending with signing authority for departmental and decanal operating accounts

##### Impact

* Failure to correctly forecast commitments and expenditures in context of instructional budgets could result in serious overspending at fiscal year-end
* Incorrect application and interpretation of collective agreements could result in time consuming grievances, with the potential of incurring additional financial costs, and negative effects on relations with faculty and staff groups
* Failure to establish safe and respectful work environment and exercising appropriate communication with faculty and staff could result in toxic workplace conditions with long lasting negative impact on institution
* Failure to correctly execute collective and other contract agreements could negatively impact individual career, and personnel decisions
* Failure to train and manage AAAs properly could lead to significant errors in timetabling, departmental budgeting, intra- and inter-departmental communications, exam scheduling and execution, university events, student satisfaction, faculty relations, and AAA workloads

##### Responsibility for the Work of Others

### Direct Responsibility for the Work of Others:

Responsible for one Administrative Coordinator

* Trains, assigns and monitors work; hires, disciplines, completes performance appraisals
* Coordinates staff meetings
* Tracks and approves vacation time and maintains records of absenteeism

### Indirect Responsibility for the Work of Others:

Four Durham undergraduate AAAs (Academic Administrative Assistants)

* Develops and updates job descriptions
* Standing member of all hiring committees, prepares interview and testing questions
* Organizes and chairs monthly meetings for the Durham AAAs
* Provides training - including budgeting, conflict resolution, posting of positions, timetabling
* Maintains workload balance for AAAs

##### 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, explaining analysis and rationale, and making recommendations.

### Internal:

* Provost’s Office – provides explanations or interpretation, prepares reports, shares information
* Undergraduate Chairs and Program Coordinators – directs them to and interprets policies, hiring procedures, collective agreements, staffing
* Human Resources – grievances, OPSEU hirings, shares information, requests clarification
* Payroll – processes all faculty acceptances, processes timesheets, corrects errors related to salaries, grievance settlements
* Finance – instructional budgets, discretionary budgets
* Office of Research – shares information
* Individual Faculty and staff members – directs, interprets and advises on collective agreements
* Institutional Analysis – provides data for reports
* Student Services – shares information
* Registrar’s Office – shares information
* Graduate Studies – shares information
* Durham Scheduling Office – shares information
* Director, Durham Operations – shares information, office and lab allocations, campus events and planning
* IT – establishes/registers all new faculty members in Colleague, reviews expired accounts, approves non-staff email accounts, manages office hardware and software requests and acquisitions
* Students – explains policy and procedures, answers questions, and helps with problems or refers them to an individual who can help, deescalates situations, advises on pre-requisites for eligibility for courses
* Risk Management – Healthy and Safety

##### Motor/ Sensory Skills

There is a requirement for basic level of precision in motor or sensory skills with a high tolerance level. Activities may require use of coordination, dexterity, and sensory skills that are common to most jobs, such as dexterity required in keyboarding with no requirement for speed or accuracy, basic manipulation of instruments or equipment, and basic sensory distinctions.

* Fine motor skills on keyboard.
* Active hearing and listening.

##### Effort

### Mental:

* Sustained Concentration – constant interruptions, requests and newly emerging issues. All tasks requiring attention to detail
* Multitasking – competing priorities – email communication, focused document creation, review and analysis, regular phone, email, in-person interruptions, often requiring immediate attention
* Sustained Attention – Accurate data entry and calculations of financial figures

### Physical:

* Sitting – long periods of time at desk working on computer, attending meetings, answering the telephone
* Keyboarding – word processing and spreadsheets done on computer

##### Working Conditions

### Physical:

* + Shared office with constant traffic
  + Keyboarding – possible carpal tunnel syndrome
  + Eyestrain
* Psychological:
  + Stress – Frequent complaints from faculty, staff and students, conflicting work priorities, changing deadlines, time pressures, dealing with frustrated, angry, confrontational people, interruptions, lack of control over pace of work.
  + Demands - Multiple competing demands, budget issues, hiring issues, CUPE postings, Faculty advertisements, preparation of documents in a timely fashion