

York University

Job Summary — Confidential, Professional & Managerial Employees (CPM)

Job Title: Manager, Office of the AVP
Reports To: Assistant Vice President,
Continuing Studies
Faculty / Dept.: School of Continuing
Studies

Salary Grade: E
Job Code: 954911

Job Overview

The York University School of Continuing Studies is a diverse community of learning united by a shared sense of purpose: achieving personal and professional growth in a rapidly changing career and educational landscape. Our ability to offer accelerated, accessible, and innovative programs that prepare our students to adapt and lead in response to this change has made us the fastest-growing school in Canada.

The School is home to the international-award-winning York University English Language Institute, one of the largest language institutes in North America. Our students come from around the world to pursue English-language proficiency and achieve their academic goals.

Our professional programs also attract students from around the world. Codesigned and delivered by senior industry leaders, our professional programs feature experiential learning methods that help students develop career-specific technical skills and robust cross-functional expertise.

Reporting to the Assistant Vice-President, Continuing Studies (AVP) and working closely with the senior leadership team, the office manager is responsible for the over all information and records management and maintenance for the AVP Office and school, preparation of business development and thought leadership presentations, development and execution of project plans, supervision of administrative office staff and efficient professional, confidential executive support to the AVP and members of the senior team. Duties are broad, varied and of a confidential nature. Daily activities involve interaction with staff, executive offices, and high-level internal and external contacts and officials, with exposure to confidential information requiring considerable use of initiative, tact, diplomacy, discretion, and excellent judgment. The role assists the AVP with all aspects of, project management, event management, support and management related to: administrative and office management, facilitation of senior management meetings, communications, information and records management, and strategic program research and development. The Manager, Office of the AVP assesses the importance and urgency of issues or problems that arise, addresses issues, or alerts relevant leadership of potential problems or conflicts. This position is responsible for balancing the complex and competing priorities of the unit which involves strategically meeting the demands of a challenging, diverse, and high-volume environment.

Key Responsibilities

EXECUTIVE OFFICE MANAGEMENT:

- a) Ensures efficient operation of the AVP's Office, including monitoring unit performance against strategic objectives, producing information for continual improvement of the AVP's Office (e.g., work-flow, processes, technology and competitiveness), ensures appropriate back-up and coverage is available for smooth uninterrupted coverage for the unit for planned or unplanned absences or times of high volume.
- b) Direct management responsibility for administrative staff supporting senior leaders; evaluates staff resources (i.e., identifying staffing needs, preparing proposals for resource changes); responsible for staff recruitment and selection, determining priorities, performance, attendance, and absence management.
- c) Provides staff recruitment support to SCS management.
- d)

Strategically manages flow of communication including drafting and editing responses to correspondence, reports, requests for information and confidential/sensitive documents on behalf of the AVP. Prepares information and comprehensive briefing materials, reports and/or presentations for meetings/events for various audiences including senior administrative leadership, Board of Governors and external audiences and partners.

Tracks, researches, documents and communicates results on issues dealt with by the AVP and the senior management team.

Responsible for all aspects of meeting management including creating meeting agendas, producing meeting minutes, and ensuring timely follow ups on action items; and managing the calendar(s), and scheduling meetings, appointments, travel and special functions.
- e) Effectively represents the AVP and School in all contacts and communications ensuring the right tone and correct expression of interests, and addresses issues or concerns, including appropriately addressing or referring to problems as they arise.
- f) Leads attendance management for the AVP Office's direct reports, including managing the Time Reporting Tool (TRT), and approving absence requests.
- g) Develops and maintains comprehensive records systems, reference files, print materials, publications, and working files.
- h) Participates in Labour Management meetings, takes minutes files, maintains and produces documentation for grievances.

PROJECT MANAGEMENT:

- a) Leads the planning, development and implementation of special projects, for example is responsible for developing and overseeing a system for digital file management

- b) Responsible for coordination of designated projects undertaken by the Office of the AVP. Ensures that all the logistical details are organized. Uses project management techniques to prepare detailed schedules and to identify critical dates and deadlines, ensuring that projects are managed on time and budget.
- c) Supports and works with the AVP on strategic initiatives by establishing goals and objectives, determining priorities, providing work direction, assigning tasks/projects, coaching/mentoring and supporting skills development activities, advising on methods and procedures to be used, resolving escalated problems and ensuring required results are achieved.
- d) Manages the procurement process to ensure consultants and contractors deliver projects within the framework outlined by the School of Continuing Studies.

EVENT MANAGEMENT:

- a) Organizes and manages a diverse range of events which may include high profile meetings, presentations, graduation ceremonies and events. Participants may include organizations and individuals from within or outside the university, including visiting international delegations (from universities or agencies), media, donors and prospective donors, corporate executives, university partners and prospective clients. Liaises with President's Office on high profile visitors ensuring proper protocols are adhered to. May be required to attend events to ensure that event proceeds as planned.
- b) Attends to all logistical details including selection and booking of event venues, negotiation with vendors, facility and security and accommodation arrangements.

NEW PROGRAM RESEARCH & DEVELOPMENT:

- a) Supports the Program Development Committees by assisting with market research, competitive landscape information, environmental scans (of competitor programs) and, for example, conducting secret shopper exercises on competitive programs.
- b) Prepares and manages market research requests and agreements with external vendors.
- c) Plays a key role in building and maintaining partnerships within the University, other Universities, and Schools of Continuing Studies in Canada, and internationally. Canadian and international partners include other Schools of Continuing Studies, professional bodies and associations, government organizations, and corporate partners with common interests.

Required Qualifications

Education, Training & Credentials

University degree, preferably in a business, communications, humanities, or social sciences field.

Experience

Minimum of 5 years' related experience providing a full range of executive support to a senior leader or administrator in a complex institutional environment.

Mandatory event planning and project management experience.

Experience developing compelling written and visual communications for a wide variety of audiences. Experience in a managerial or supervisory capacity, preferably in a unionized environment.

Knowledge

- Knowledge of continuing professional education marketplace and trends
- Knowledge of employment legislation
- Knowledge of higher education, economics, future of work (Industry 4.0), immigration, skills development will be required to write for internal and external audience and develop presentation/content outlines.

Skills

- Strong systems thinking.
- Effective communications, both oral and written.
- Superior discretion, judgment, tact, diplomacy, creativity and initiative. Strong interpersonal skills.
- Demonstrated ability to work effectively with confidential and sensitive information.
- Excellent personal organization, planning and project management skills.
- Experience and proficiency with computer applications (Word, Excel, , PowerPoint, Visio, OneNote e-mail, etc.), including a project management software such as MS Planner or MS Project.

Summary of Work Environment

- Works within a typical office environment (actual and/or virtual).