

<u>Position Title:</u>	Technology Program Officer
<u>Department:</u>	YSpace, York University
<u>Reports To:</u>	YSpace Entrepreneurship Manager
<u>Contract Term:</u>	1-year with possibility of extension
<u>Annual Salary:</u>	\$75,000 plus extended health benefits (prorated according to terms of the contract)
<u>Hours of Work:</u>	35 hours per week full-time

ABOUT YSPACE:

YSpace is York University's pan-university entrepreneurship & innovation hub, supporting students, faculty, alumni and community entrepreneurs from a variety of sectors and communities. Programming spans across early-stage ideation and validation ventures to scaling ventures through customer and investor capital support. The Technology portfolio provides sector agnostic programs and resources to students, researchers and community start-ups from the ideation to scale stage.

OVERVIEW:

The Program Officer will work with the YSpace Entrepreneurship Manager in the planning and implementation of YSpace Technology and Mobility stream programs and related events, to accelerate growth for participating companies. The role will develop relevant programming for target entrepreneur groups to include speakers, workshops, structured programs, networking events and monitor the progress of the founders from application through to graduation. The role will work to ensure continual improvement of start-up programming, mentorship and strategies based on entrepreneur feedback and industry best practices.

MAJOR DUTIES:

Program Planning & Implementation

- Independently research, conceptualize, develop, execute and evaluate entrepreneurial programming for technology founders to launch and scale their businesses, under the Manager's direction and feedback
- Conduct operational and impact reviews of existing and new programs to identify effectiveness and impact for participating founders
- Maintain a Slack channel for technology founders and communicate effectively via Slack, email and other digital channels on upcoming programs and workshops with startups, students and partners, to create awareness and engagement opportunities
- Develop and maintain the Disco learning platform for the various programs within the Technology portfolio, ensuring founders access to up-to-date information and documentation
- Create and deliver presentations to the community about Technology programs and resources, explore and develop active collaborations with relevant groups
- Work with the Manager to create and document process flows and update the YSpace CRM with contacts to develop Standard Operating Procedures and best practices

- Assist the Manager in collaborating with internal and external partners to advance partnerships and create new engagement opportunities through workshops and cross promotion marketing campaigns
- Work with EiRs, community and subject matter experts (SMEs) to host Office Hours, Lunch and Learns, AMAs and other educational events
- Assist the Manager in reviewing EiRs and subject matter experts for programs and events
- Provide general guidance and strategies to founders during check-ins to address challenges by connecting them to mentors, subject matter experts and other resources
- Act as the point of contact for Technology program inquiries and feedback; refer inquiries to others at YSpace and York University when out of scope
- Perform research to support development and implementation of Technology programs
- Liaise with the YSpace Operations team to process vendor invoices and support with educating vendors on York University policies
- Identify potential expansion or improvement opportunities for the portfolio and present to the team
- Undertake special projects as requested by the Manager
- Support the Manager in developing budgets for Technology programming and ensure adherence to confirmed budget and York University guidelines throughout the programs; notify the Manager when issues arise
- Lead intake, onboarding and check-ins for all founders within the Technology portfolio
- Address concerns with program participants as they arise, seek support from Manager as necessary

Marketing

- Work with the Manager and YSpace Marketing team to devise and implement communication and outreach strategies for programs and events
- Organize and facilitate Technology workshops and events, at times acting as hosts for events
- Create assets for promoting programs and events with support of the Marketing team, including but not limited to social media graphics, Luma and Eventbrite pages, posters, and posts on Slack and Disco
- Conduct registration and post-workshop/event follow ups for results and feedback
- Partner with the Manager to source and secure suitable speakers for workshops and events
- Prepare speaking notes, questions, slides and other needed material for workshops and events
- Post presentation materials and recordings to Disco for use by Technology founders, as appropriate
- Explore and identify new ways to reach out and engage with entrepreneurs, partners, sponsors and other stakeholders

Metrics Tracking

- Establish metric tracking systems to gather insights from Technology founder metrics and successes
- Engage with Technology program alumni to gather their annual metrics to track success stories
- Work with the Manager to develop strategy and messaging around what types of metrics and stories should be tracked to promote the ventures, YSpace and York University
- Develop summary reports on key findings and metrics that can be used in the YSpace Annual Report
- Analyze mid-program and end of program reports and metrics to identify programming gaps and strengths. Leverage the data to determine strategies for next rounds of programming and provide recommendation to the Manager

- Support the Manager in preparing qualitative and quantitative reports and presentations to funders, sponsors and VPRI leadership

QUALIFICATIONS:

Minimum Education

- Completion of university degree in Business, Entrepreneurship or related field

Minimum Experience

- 2 years of recent demonstrated experience in a project or program implementation role in the entrepreneurship ecosystem, with experience in administration, community engagement and event planning
- Experience working with and advising entrepreneurs

Skills

- Excellent communicator and innovative thinker
- Demonstrated administrative support experience from implementing project procedures and guidelines, ensuring consistent flow of processes, maintaining constant communication for complete lifecycle management of companies, and developing surveys to solicit and generate feedback
- Excellent organization and time management skills
- Strong written and oral communication skills to provide accurate information clearly and concisely and elicit information
- Demonstrated end-to-end project management experience to develop and implement programs for targeted groups with specific objectives
- Ability to work effectively both independently and as a member of a team
- Ability to exercise initiative and good judgement
- Ability to exercise tact, diplomacy and maintain confidentiality
- Excellent attention to detail
- Ability to remain calm under pressure and frequent interruptions
- Proficiency in MS Office, SharePoint, Canva, Slack and Adobe Acrobat
- Knowledge of entrepreneurial lifecycle and experience working with entrepreneurs
- Knowledge of university based entrepreneurial programs

APPLICATION INSTRUCTIONS:

Please submit a cover letter and resume to Emma Yuen, Operations Manager, YSpace at emmay@yorku.ca. Please indicate the job title in the subject line.

This position is open until filled.