Exempt Job Description

Job Title: **Manager, Office of the Deans of Arts & Science**Job Number: **X-057**
NOC: **1222**
Band: **8**
Department: **Office of the Deans of Arts & Science (Humanities, Social Sciences & Science)**Supervisor Title: **Deans of Arts & Science (Humanities, Social Sciences & Science)**
Last Reviewed: **September 21, 2017**

## Job Purpose

Reporting to the Deans of Humanities, Science, and Social Sciences, this position is of central importance for the academic mission of the university, as it provides financial and administrative support to the three Deans of Arts & Science and is responsible for the day-to-day operation of divisions of Science, Social Science and Humanities. The position directly or indirectly impacts the management of over 90% of Trent faculty and more than 80% of Trent students. Working closely with Department Chairs and Academic Administrative Assistants, the position is responsible for providing senior level expertise and leadership with respect to the operations of 24 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 Deans for them to execute their role as financial and human resource managers. The position is unique and has added complexity as the manager reports simultaneously to three supervisors (Deans) and services three divisions (Sciences, Social Sciences, Humanities).

## Key Activities

### Financial planning and management

* Provides strategic advice and support to the Deans of Arts & Science to develop budgets for 24 departments within the Arts & Sciences portfolio
* Manages instructional and operating budgets ($43M) for Humanities, Social Sciences and Sciences (including workshop and liquid gas use) within the Responsibility Centred Management (RCM) system; monitors and reviews costing monthly to ensure units stay within their budget
* Provides strategic advice to the Deans of Arts & Science regarding resource allocation
* Works closely with the Department of Financial Services, Manager of Budgeting Services in finalizing the Dean of Arts and Science Budget for Board approval
* Allocates and distributes the TUFA and CUPE teaching support funds ($300K)
* Transfers and tracks all discretionary funds for the Deans of Arts & Science
* Exercises signing authority on all instructional, operating budgets for all 24 undergraduate academic departments and science equipment funds
* Authorizes CUPE adjustments
* Oversees billing for Science workshops and liquid gas use. Follows up with late payments

### Personnel

* Responsible for accuracy and maintenance of Humanities, Social Sciences and Science faculty personnel files, as per the Collective Agreement
* Responsible for maintaining the official University record of faculty Earned Years of Service (EYS) for all Science, Social Sciences and Humanities 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 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
* Approves recruitment and relocations costs in accordance with applicable budgets

### Administration

* Responsible for office allocations for staff and faculty in non-science buildings (i.e. LEC, CC, GC, OC, TC)
* Serves as Deans’ designate on committees
* Undertakes other duties as required by Deans
* Provide leadership and direction to the Academic Administrative Assistants (AAA) in Arts & Science. Organizes and chairs AAA meetings, coordinates training, participates on AAA hiring committees and provides input when updating AAA job descriptions.

### Labour Relations

* Consults with managers, employees, and faculty to provide guidance and interpretation on Collective Agreements (TUFA, CUPE Unit 1, CUPE Unit 2 and OPSEU).
* Provides strategic advice and data to support Human Resources during the Collective Bargaining and grievance processes. Participate on CUPE Unit 1 and Unit 2 Collective Bargaining Teams and Joint Committees.
* Responsible for departmental compliance with respect to personnel matters of Collective Agreements (advertising, hiring, tenure, promotion and sabbaticals).

### Office Management & Supervision

* Responsible for hiring, training, disciplining, supervision and performance appraisal of staff in the Office of the Dean of Arts and Sciences
* 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

### Database Management

Responsible for managing a number of personnel related databases, which are exclusively kept in the Office of the Dean of Arts and Science and are used to generate numerous reports for a variety of university offices

* Personnel – Normal Retirement dates, pay grid, cross appointments
* Earned Years of Service – for determination of sabbaticals
* Reports maternity leaves, general unpaid leaves, academic unpaid leaves and sabbaticals
* Generates data on faculty/teaching ratios, faculty retirements, staffing tables as needed by Deans, Provost, Human Resources
* Manages UCASS data reports to Statistics Canada on all TUFA salaries; information generated is also used by the Institutional Analysts Office and President’s Office

## Education

Masters Degree, preferably in Business Administration with specialization in human resources or accounting. With the university moving towards a Responsibility Centred Management (RCM) system, advanced training and demonstrated experience with modern budgeting systems is required

## Experience Required

* 5 to 6 years progressive experience working in administration
* 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
* Demonstrated ability in team building
* Experience in office administration, supervision, organizational, planning and priority setting skills to facilitate and ensure collegial environment for effective team work and provision of services to academy.
* Demonstrated interpersonal skills required. Sensitivity to issues affecting performance of staff and commitment to employee development and safety
* Experience of working in office environment with high work volume and constant interruption of work flow
* Excellent verbal and written communication skills are essential to clearly communicate complex issues to senior administration, faculty, staff and students
* Ability to successful address emerging and unpredictable events in timely manner, often using tact and discretion
* Must demonstrate proficiency in working in computerized environment including use of typical office software, such as word, excel and human resource information systems

## Analytical Reasoning

* This position is very complex, dealing with multiple deans and multiple direct reports, requiring a very high degree of analytical reasoning
* Develops and performs analyses of budget scenarios for three Deans
* Identifies or proposes additional savings to cover unexpected expenses after budget has been set
* Forecasts expenditures to determine available funds throughout the year to identify possible savings or year-end shortfalls due to changing enrolment projections
* Makes decisions on how and to which extent shortfall can be covered
* Advises on most effective use of limited academic staffing resources – costs various scenarios and provides analysis of most cost effective use of resources
* Responsible for interpreting 4 Collective Agreements (TUFA, CUPE 1 and 2, OPSEU) to answer faculty, staff and academic chairs questions and provides advice concerning hiring and personnel rights/obligations and Management rights/obligations
* 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 AAAs

## Decision Making

The Manager is expected to operate at a highly independent level and is responsible for the functional areas of three academic divisions, with the Deans 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
* Responsible for making decisions and allocates academic space (including offices and research space) for departments of Arts & Science located in LEC, CC, GC, TC, OC
* Manages the administrative staff including vacation requests, complaints and interpersonal issues as they arise
* Approves AAA lieu time

## Impact

* Failure to correctly forecast commitments and expenditures in context of instructional and operating budgets could result in serious overspending at fiscal year-end; considering that the Arts & Science budget ($43 million annually) represents 40% of Trent’s entire budget, affects 80% of Trent’s student population, any errors could have dramatic negative consequences for the entire institution and its reputation
* Failure to monitor and to project revenues and expenditures could result in bad resource allocation within Art & Science that is out of sync with set targets and having long-term consequence for program delivery of affected academic departments
* 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 work place 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 Work of Others

### Direct Responsibility for the Work of Others:

Responsible for two full time administrative secretaries

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

24 undergraduate AAAs (Academic Administrative Assistants)

* Develops and updates job descriptions
* Standing member of all hiring committees, prepares interview and testing questions
* Organizes and chairs two to three meetings a year for the AAAs
* Provides training - including budgeting, conflict resolution, posting of positions, timetabling and library orders
* Maintains workload balance for administrative secretaries

## Communication

Requires ability to synthesize and summarize complex information for clear dissemination to a large variety of diverse audiences. Needs to apply good judgement to distil and present information depending on audience. Requires frequent consultation with other offices.

### Internal:

* Provost’s Office – provides explanations or interpretation, prepares reports, shares information
* President’s Office – provides interpretation, shares information
* Dean, Nursing – Assists with Collective Agreement issues, policies
* Dean, Education – Assists with Collective Agreement issues, policies
* Undergraduate Chairs and Program Coordinators – directs them to and interprets policies, hiring procedures, collective agreements, staffing
* Human Resources – CUPE joint committee, negotiations, grievances, OPSEU hirings, shares information, requests clarification
* Payroll – processes all faculty acceptances, processes timesheets, corrects errors related to salaries, grievance settlements
* Finance – instructional budgets, operating budgets, discretionary budgets
* Office of Research – shares information and directs cost recoveries
* 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, provides the summer course offerings, course cancellations, exam schedules
* Graduate Studies – shares information
* 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

### External:

* Government –
	+ Human Resources Development Canada – hiring practices, posting jobs on the Job Bank
	+ Citizenship and Immigration Canada – permanent resident and work permits
	+ Statistics Canada – reporting faculty salaries for parity formula
* AUCC – university Affairs advertising for all new TUFA appointments (includes EDUC, NURS, CRCs)
* Parents – answers questions, directs to proper department (keeping them calm, ensuring that situations don’t escalate at this point)
* Potential faculty – questions on collective agreements, relocation
* Public – provides information as needed

## Effort

### Mental:

Sustained Concentration – constant interruptions, requests and newly emerging issues. All tasks requiring attention to detail

Multitasking – reports to three Deans with changing needs and various levels of expertise

Sustained Attention – Accurate data entry and calculations of financial figures

### Physical:

Duration – work schedule may require extended hours

Sitting – long periods of time at desk working on computer, attending meetings, answering the telephone

Bending – retrieving faculty files

Keyboarding – word processing and spreadsheets done on computer

## Working Conditions

### Physical:

Shared office with three busy senior administrators and staff with constant traffic

Poor heating and cooling system – often cold, requiring noisy space heater.

Confined spaces – long hours off campus confined to bargaining locations, often-poor circulation, and limited access to sustenance.

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 minutes in a timely fashion.