#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Manager, Operations and Administration

**Job Number:** X-482 | VIP: 2027

**Band:** EXEMPT-5

**Department:** First Peoples House of Learning

**Supervisor Title:** Director, First Peoples House of Learning

**Last Reviewed:**  September 27, 2024

#### **Job Purpose:**

Reporting to the Director, First Peoples House of Learning, the Manager of Operations and Administration provides strategic and operational support and oversight to FPHL including finances, human resources and facilities. The Manager develops and supports internal policies and procedures to ensure the effective and efficient operations of the department. The Manager coordinates grant reporting as required by external funders. The Manager provides statistical, financial and analytical data as required to enable long term planning for FPHL.

#### Key Activities:

##### Operations and Administration

* Under the direction of the Director, FPHL, coordinates the long-term financial plan for the FPHL; provides strategic input, implements and controls the departmental annual budget; and provides ongoing advice to the Director on financial operations.
* Oversee reconciliation of the FPHL VISA statements monthly, ensuring all expense documentation, approvals, budget allocations, and online submission are done in a timely fashion.
* Acts as purchasing agent for FPHL for all equipment, furniture & supplies, which includes liaison with suppliers, acquiring prices, processing orders or supervision of same and maintaining records and ensuring payment.
* Responsible for the allocation of funding for student hiring in FPHL. Oversees the overall budget for TWSP for FPHL and coordinates requests for funding for the Fall, Winter & Summer terms; monitoring of expenditures; and ensures submission of reimbursement requests within prescribed timeframes.
* Provides administrative support to the Director, FPHL.
* Provides administrative support to any committees, as required. Prepares agendas, takes minutes, sets meeting dates and circulates information to the committees as needed.
* Coordinates and maintains departmental files and records while respecting confidentiality requirements.
* In collaboration with the Director, FPHL, develops and implements departmental policies, procedures and protocols.
* Manages grant application and reporting information.
* Provides guidance to FPHL personnel on the application of internal and external policies, procedures, guidelines, collective agreements, and relevant legislation, as appropriate.
* Coordinates the collection and preparation of statistical information for annual reports, requests for information, statistics, etc.
* Assists with hiring searches and new employee intake and onboarding.
* Assists the Director with other related tasks that contribute to the successful operation of FPHL.

##### Collaboration, Engagement & Liaison

* In collaboration with the FPHL staff, develops effective communication strategies, marketing tools, signage and related communication tools for FPHL, and liaises with the Communication department on relevant matters.
* Contributes content to FPHL webpages including creating news articles, maintaining the FPHL page and updating information on webpages as needed.
* Supports the Director’s involvement with philanthropy initiatives, including liaising with the Advancement team and donors to FPHL; coordinates with Advancement on the status of endowed accounts for FPHL, including reviewing balances, reporting on expenditures and providing recommendations on use of funds; supports the Advancement team in philanthropy initiatives including the planning of events for and in FPHL.
* Represents the Director, FPHL at meetings, on committees and at other occasions, as required.
* Manages and supports all bookings related to FPHL (including external workshops, meetings, and physical spaces).
* Provides event, program and logistics support to FPHL staff, as needed.
* Liaises with other academic and administrative offices as required for the effective operation of the FPHL and traditional areas.
* Other related duties as assigned.

#### Education Required:

* Honours University Degree (4 year), preferably in Business Administration or a related discipline.

#### Experience/Qualifications Required:

* Five (5) years directly related experience. Preference will be given to candidates with experience working in a postsecondary setting.
* Experience in coordinating budgets, including familiarity with general accounting and budget systems.
* Demonstrated experience in the development of communication and marketing materials and initiatives.
* Intermediate level computer skills: Internet and Microsoft Office - Excel, Access, Word, & Publisher.
* Experience in web development and experience using social media to promote events, information and outreach.
* Excellent organizational, analytical and planning skills, including project management and leading a team.
* Strong interpersonal skills and excellent oral and written communication skills; ability to exercise tact, good judgment and diplomacy.
* Proven ability to work independently and collaboratively, as a member of team.
* Proven ability to adapt and function effectively in a constantly changing environment.