

## POSITION DESCRIPTION

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<b>Position:</b>	Manager, Strategic Planning and Quality	<b>Incumbent:</b>	Vacant
<b>Division:</b>	Institutional Analysis & Planning	<b>Date:</b>	June, 2014
<b>Location:</b>	Surrey Campus		

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### PRIMARY FUNCTION

The Manager, Strategic Planning and Quality, provides management and coordination in the development, implementation, evaluation, and improvement of University-wide quality assurance and planning processes.

### STRUCTURE

The Manager, Strategic Planning and Quality, reports to the Executive Director, Institutional Analysis & Planning. The Manager, Strategic Planning and Quality supervises the Program Review Coordinator and the Student Appraisals Coordinator, as well as research assistants, auxiliary workers, contractors, and co-op and practicum students.

### NATURE AND SCOPE

The Manager, Strategic Planning and Quality, has University-wide responsibility for quality assurance and institutional planning for the University. With respect to quality assurance, the Manager provides oversight and support to the university's program review and student appraisal of instruction processes. With respect to planning, the Manager provides support for institutional planning by facilitating planning as needed, and overseeing the process for providing data support for policy formulation and planning decisions. The Manager also works with internal and external committees that pertain to quality assurance and planning. The duties of this position frequently involve issues of a sensitive nature, and are often undertaken in an environment of changing priorities and external influences, where discretion, sound judgment and confidentiality are required.

### KEY REPOSIBILITIES

#### Planning

1. Cooperates with other University divisions to ensure that the services provided by the planning function are properly and efficiently serving the University. Develops and facilitates mechanisms to support Senior Leadership, Deans, Directors, and University-wide groups in strategic planning projects.

2. Directs and manages activities of Kwantlen's Strategic Planning function, such as developing and recommending budgets and long-range plans to the Executive Director, Institutional Analysis & Planning.
3. Develops and manages, in consultation with other University divisions, the process for providing data support for policy formulation and planning decisions. Oversees the design and management of special research projects in support of strategic planning initiatives.
4. Collaborates with the Executive Director in working with senior administration and departments to develop and implement planning measurement standards, and operational indicators and in providing regular reports to Senior Leadership and the Board on status of strategic planning progress and strategic initiatives.
5. Conducts annual and ongoing environmental scan updates as needed. Prepares labour market forecasts and economic analyses, as needed. Analyzes and interprets a variety of information, identifies trends, and makes recommendations, as required.
6. Assists the Executive Director to provide support in the development of new campus educational plans and program profiles, as required.

### **Quality Assurance**

7. Cooperates with other University divisions to ensure quality assurance processes are properly and efficiently serving the University. Contributes to the development, implementation and evaluation of policies, procedures and guidelines related to quality assurance processes, including program review and student appraisal of instruction.
8. Manages the planning and implementation of procedures and timelines for KPU's quality assurance processes.
9. Ensures that faculty members, department heads and Deans are aware of the program review policy and the process and procedures for conducting reviews, through such mechanisms as orientation workshops, and the provisions of manuals and other documents.
10. In collaboration with the Deans, establishes the schedule for upcoming program reviews.
11. In conjunction with the Program Review Coordinator, ensures the Executive Director of IAP, the Program Review Coordinator, and the Senate Standing Committee on Program Review are kept informed of the status of program reviews in progress, and of issues that may arise during the review progress.
12. In conjunction with the Program Review Coordinator, works collaboratively with faculty members, department heads and Deans in planning program reviews. This includes providing guidance in the identification of issues to address in the review, and the data sources for addressing these issues; and developing the plan for the review, with timelines and responsibilities delineated.
13. Ensures faculty members who carrying-out program reviews receive the support required to effectively carry out the review. Provides support to the Program Review Coordinator in

carrying out the duties of the Coordinator to ensure program reviews receive effective and timely support.

14. Ensures that faculty members, department heads and Deans are aware of the policy and procedures for conducting and reporting on student appraisals of instruction.
15. Takes direction from and provides advice to the Faculty Performance Review Committee regarding student appraisals of instruction. Provides support to the Student Appraisals Coordinator to ensure appraisals are conducted effectively and in accordance with policy.

### **General**

16. Attracts and retains staff by developing and implementing recruitment and selection strategies, providing orientation to staff, and ensuring a stimulating work environment. Monitors and assesses performance and employs strategies such as coaching and mentoring as appropriate to enhance performance.
17. Supervises and provides leadership to staff by coaching, guiding and modeling key behaviours/strategies, encouraging dialogue and providing guidance and advice to facilitate resolutions to work issues. Assists team members to define shared and individual goals, meet target dates and ensure alignment of team goals.
18. Contributes to effective employee and labour relations by administering the collective agreement(s), representing management in the grievance process and consulting with Human Resources Services regarding collective agreement interpretation, as appropriate. Provides input to management negotiating team for collective bargaining purposes, as needed.
19. In consultation with the Executive Director, develops and administers departmental policies and procedures. Participates in the establishment and implementation of University policies and procedures.
20. Ensures that departmental budget is planned, prepared and monitored in keeping with overall objectives, policies and procedures. Monitors and analyzes accounts and liaises with the Finance Department to establish efficient accounting and reporting procedures.
21. Identifies, develops, and communicates meaningful business intelligence data to support the University management and advancement, as required. Conducts research to support new products and services or expansion of products and services; competition and gap analyses, as required.
22. Compiles information and prepares reports, including those of a highly sensitive nature.
23. Participates in internal teams and committees as required; liaises with provincial government organizations, other post-secondary institutions, and professional organizations, as required. Contributes to inter-institutional and inter-agency projects, and other post-secondary institutions.
24. Performs other related duties as required

## QUALIFICATIONS

Graduate degree in an appropriate field, including courses in social science research methodology and quality assurance such as program review, evaluation and continuous process improvement, or an equivalent combination of education and experience. Evidence of active professional development through courses, conferences, etc.

Minimum five years' recent experience in planning and quality assurance, preferably in the BC post-secondary environment. Three years of leadership or supervisory experience is required.

Excellent analytic skills and the ability to systematically identify appropriate research methodologies for addressing key issues to ensure results support informed decision making.

Familiarity with the BC K-12 and Post-Secondary Education systems, and post-secondary education in other parts of Canada, the US, Australasia, and Europe.

Project management experience and the demonstrated ability to manage multiple projects simultaneously in a dynamic environment. Superior organizational skills and the ability to manage competing demands on your time.

Effective and persuasive leadership style; comfortable at all levels of an organization. Demonstrated ability to work effectively with team/work groups to accomplish goals

Ability to communicate effectively with faculty, staff, and senior administrators and to present research findings and information of a complex, technical or sensitive nature to a variety of audiences in a clear, concise and effective way, both orally and in writing.

Ability to facilitate discussions among multiple stakeholders with various and sometimes conflicting interests to achieve a cohesive and quality approach to planning that meets organizational objectives.

### Signatures:

Incumbent: \_\_\_\_\_

Date: \_\_\_\_\_

Executive Director: \_\_\_\_\_

Date: \_\_\_\_\_

Human Resources: \_\_\_\_\_

Date \_\_\_\_\_