



JOB DESCRIPTION

We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt, and Kwikwetlem, and with the lands of the Kwantlen First Nation, which gifted its name to this university.

POSITION TITLE: Divisional Business Manager, Office of Equity & Inclusive Communities

DEPARTMENT: Office of Equity & Inclusive Communities

DATE CREATED: August 2023

DIVISION/FACULTY: OEIC

DATE REVISED:

ORGANIZATIONAL STRUCTURE

The Divisional Business Manager role reports to the Vice President, Equity & Inclusive Communities. Reporting directly to this position are the Confidential and Administrative Assistants within the Office of Equity & Inclusive Communities (OEIC). This role also provides support across the OEIC.

PRIMARY FUNCTION

As an integral member of the administrative leadership team for the Office of Equity & Inclusive Communities (OEIC), the Divisional Business Manager is responsible for providing administrative leadership to the Office. They are accountable for the implementation and oversight of management, financial and human resources systems and controls to ensure the Division's operations are effective, efficient and in alignment with the goals of OEIC. The Divisional Business Manager provides direction to department staff for matters relating to policy, systems, procedures, budget, and collective agreement application, ensuring resources are utilized appropriately, financial information is reliable, applicable policies and procedures are adhered to, and that exemplary levels of customer service are provided. They work closely with the VP Equity & Inclusive Communities, university service departments and academic Faculties to ensure streamlined and effective services and administrative structures meet the needs of OEIC and KPU community.

KEY RESPONSIBILITIES

1. Supervises and provides leadership to direct reports by coaching 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. Monitors and assesses performance.
2. Support staff retention by supporting staff orientation, and ensuring a stimulating work environment focused on equity and inclusion. With oversight of the VP EIC, develops a comprehensive training plan for the team, monitors and assesses performance, employing strategies such as coaching and mentoring to enhance performance. With approval of the VP EIC, takes appropriate disciplinary action when required and when other supportive measures exhausted. Conducts annual performance reviews.



3. 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.
4. With oversight of the VP, EIC, the role works closely with the OEIC lead roles (i.e., VP, AVP, ED, etc.) in providing operational oversight for OEIC, ensuring a coordinated approach to administrative operations is adhered to across the division.
5. Accountable for the day-to-day administration, leadership, planning, and management of operations and initiatives offered by OEIC. Supports development of budgetary goals and measurable objectives and evaluation methods to ensure services align to divisional goals. Ensures prudent resource allocation and that budgetary goals are realized.
6. Oversees operations and initiatives of the OEIC developed to support equity and inclusivity at KPU. Responsible for current and long-range planning and ensuring the smooth operation of OEIC initiatives.
7. Analyzes supports, service structures and related system needs, as well as policies and processes across OEIC. Initiates changes and/or establishes new systems as appropriate. Facilitates communication to improve processes and promotes strong internal controls. Provides recommendations for reorganization and restructuring initiatives including service sustainability and necessary adjustments.
8. Conducts routine procedural review in order to ensure that business processes are compliant with university, provincial and federal policies, legislation, and reporting requirements as well as with the strategic direction of the institution and its enrolment services goals. Recommend and implement, in consultation with the lead positions in OEIC, quality-based assessment processes to inform strategy development and continuous improvement.
9. Liaises and strategizes with university departments, service units and academic Faculties, such as Student Affairs, KPU International, IT Services, Legal, Financial Services and Human Resources to identify and work towards common goals, and develop processes and plans to enhance service delivery and mitigate relevant challenges or issues.
10. Supports the leadership team in the development and implementation of a departmental service plan in line with the Office's vision, mission and values.
11. Manages special projects, including the implementation of business process redesign with a view to cross-functional and cross-divisional services.



12. Leads and oversees operation and capital budget development, analysis and reporting as well as current and long-range planning, including oversight of OEIC commitments on budgetary matters (i.e., special projects).
13. Acts as the primary contact for Finance to ensure that accounting methodology, policies, and procedures are well understood across the OEIC, acceptable accounting practices are adhered to and that procedures are followed for all financial transactions.
14. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.
15. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, and training programs. Inspires others to do their best, develops professionally and contributes to the success of the leadership team.

QUALIFICATIONS

EDUCATION & EXPERIENCE

- A bachelor's degree;
- Five to seven years of related administrative experience in a post-secondary environment;
- Past experience working in the field of decolonization equity, diversity and inclusion (this can include volunteer, paid work, etc.); is considered an asset.
- Or an equivalent combination of education, training and experience.

COMPETENCIES

- Successful experience training and managing an effective team and implementing change resulting in improvements to service quality, staff productivity and systems efficiency.
- Ability to provide leadership and direction; analyze situations and develop effective solutions.
- Formal training and/or experience in the application and analysis of data-based systems, preferably at a post-secondary institution, including proficiency at the intermediate level with Banner or similar student information system.
- Experience using FAST an asset.
- Skill in coordinating activities, evaluating data and making evidence-based forecasts, and establishing priorities.
- Excellent communication skills, both written and oral. Ability to communicate patiently and effectively (both verbally and in writing) with a diverse range of people and situations. Actively listens to the issues of others in a manner that elicits cooperation and support. Demonstrates an effective and adaptive skill in communicating with individuals under stress.
- Experience recruiting, supervising, and managing performance of staff.
- In-depth experience with and management of complex budgets.



- Knowledge of standard computer applications such as word-processing, spreadsheets, and databases.
- Demonstrated ability to exercise tact and diplomacy as well as demonstrated conflict resolution skills.
- Demonstrated ability to interpret and apply policies and regulations, with a sound understanding of how they contribute to a quality educational experience.
- Ability to develop collegial relationships and maintain effective working relationships.
- Ability to plan and manage multiple projects efficiently and effectively in a rapidly changing environment.
- Ability to think innovatively and creatively in planning and developing a fresh approach to existing activities.
- Ability to work independently, make sound judgments and effective decisions, and demonstrate initiative.
- Demonstrated ability to model appropriate professional, ethical and collaborative behaviours consistent with the responsibilities of this position.
- Ability to travel between campuses is required.