

**Job Summary – CPM (Confidential, Professional and Managerial Employees)**

<b>Position Title:</b> Research Services Enhancement Manager (Contract)	<b>Job Code:</b> 955219
<b>Reports To:</b> Senior Executive Officer, Division VPRI	<b>CPM Salary Grade:</b> F
	<b>Faculty/Department:</b> Office of VP Finance & Administration – Service Transformation Office

**I. JOB PURPOSE:**

The Research Service Enhancement Manager works collaboratively across the University as part of the VPRI office, assisting with planning and implementing business enhancement and continuous improvement projects and objectives such as research support plans for Markham Centre Campus and ORUs, enhanced research data systems and providing greater VPRI presence on institute wide transformational projects. The position is accountable for managing and supporting several University wide end-to-end pre- and post- research services improvement projects, utilizing standard project management methodologies and frameworks, and data available through UFAalytics to identify opportunities for improvement. The successful incumbent is familiar with the higher education environment especially university research and Organized Research Units. They are comfortable leading change and overseeing/facilitating value-stream process mapping that considers integrated service improvement and optimal service delivery. The Research Services Enhancement Manager is an excellent communicator that values a consultative approach to project management, working collaboratively with stakeholders across the University.

**2. MAJOR DUTIES:**

- Manages several service improvement projects utilizing project management tools and methodologies (i.e., project charter, milestones, dependencies, project plan/timelines, risks and issues)
- Takes full accountability and responsibility for multiple projects, organizing and managing project teams, delivery project targets and objectives and ensuring day-to-day discipline to drive the project to on-time completion.
- Builds relationship with clients ensuring the proper level of client involvement, creating a culture which promotes strong working relationships among clients and project team.
- Participates in the selection of project team members.
- Prepares and distributes project status reports; manages changing priorities to complete project delivery within defined timelines; monitors, evaluates and reports on assigned portfolio activities, deliverables, and performance objectives
- Supports Research Team leadership (Senior Executive Officer VPRI, Executive Director, Research & Innovation Services, Manager Research Accounting) by defining project scope and timelines, and supporting the delivery of outcomes (i.e., KPIs/metrics, quick wins, process improvements). Builds consensus and leads project team members drawn from across functional organizational lines.
- Ensures appropriate community consultation, communications and change management strategies are developed and implemented.
- Uses process improvement methodologies and frameworks to identify opportunities for operational efficiencies and quality improvement.
- Provides direction and support to business process analysis to oversee value stream mapping (current and future state) and other process improvement activities with a broad range of internal and external stakeholders.

- Builds and manages stakeholder relationships with colleagues across the University to support project tasks, monitor project activities, and collect information for project reporting; Identify, handle, and resolve conflict effectively.
- Seeks assistance as needed to manage project risks and issues, and other complex, challenging or conflict situations.
- Provides support and recommendations, contributes to the planning, with the Division of VPRI in developing project plans for transformation initiatives across the University; assists with internal communications as they pertain to assigned projects.
- Promotes a culture of excellence by building and nurturing relationships with internal partners, stakeholders, and external vendors.

### 3. SUPERVISORY RESPONSIBILITIES:

While this position does not have direct people management responsibility it is responsible for providing direction to the VPRI leadership team to meet the project timelines and expected deliverables. Works collaboratively with the VPRI leadership to identify data requirements, reports and to discuss and make recommendations to address issues and risks that arise and need to be addressed. Is responsible for project management of the UniForum data collection and service satisfaction survey processes.

In addition, works collaboratively with the Cubane consultation team and with project teams at other Universities to learn and understand how other Universities have/are addressing similar function-specific and service issues.

### 4. PERSONAL CONTACTS:

**Type:** Dean, AVPs, Functional Leads

**Purpose:** Provide project direction, status updates, keep project on time, support project activities,

**Type:** Service Transformation Project Team

**Purpose:** Provide Service Transformation Change Project updates, status reports, get direction and guidance from Service Transformation Office Director, discuss/request required data reports, and brainstorm issues, risks

**Type:** Staff and faculty

**Purpose:** Stakeholder engagement events to present information, gather input/feedback, conduct focus groups/training sessions, answer questions about the function-specific project via phone or email

### 5. DECISION MAKING:

- Establishes project plans and activities to ensure expectations and outcomes are met within established timelines
- Determines what data is required to support VPRI leadership team, requesting that data, and reviewing it to make sure it provides the details required for the team to make decisions on priority areas of focus
- Determines what reports/presentations are required for the VPRI leadership team and stakeholder events/workshops and who should be invited to stakeholder events/workshops
- When there are issues and/or risks that need to be addressed, determines how to address them and what mitigation strategies might be needed; and when issues and risks need to be escalated and to whom.

## 6. DIRECTION RECEIVED:

The Research Service Enhancement Manager receives direction from the VP Research and Innovation, AVP Research Strategy and Impact, the Executive Director, Research & Innovation Services, the Manager Research Accounting.

## 7. FINANCIAL/BUDGETARY CONTROL:

This position does not exercise any financial or budgetary control

### ***Other major accountabilities, e.g., information, materials, buildings, equipment, etc.***

Develops confidential information and reports for use by the VPRI Leadership team. Has access to confidential information related to decisions about process and service delivery redesign that will have an impact on staff roles and responsibilities, and future service delivery structures, requiring a knowledge of applicable collective agreements to develop mitigation strategies to address or prepare for potential labour relations issues. Is responsible for the keeping the outcomes of reports and recommendations to the VPRI Leadership confidential. Is responsible for project management tracking and reporting to ensure project remains on track and project deliverables are achieved within expected timelines. Coordinates communications with the community via YU Link and other appropriate venues.

Gathering information on costs and comparative financial information for use in determining successful project outcomes

## 8. QUALIFICATIONS:

### ***A. Educational Requirements:***

- U/G degree in business administration or related field; MBA or equivalent education and/or experience would be an asset.
- Project Management Professional (PMP) designation considered an asset
- Lean Six Sigma Green Belt certification considered an asset

**Please note: This position requires the candidate to produce a verification of degree(s), credential(s) or equivalencies from accredited institutions and/or international equivalents at the time of interview.**

### ***B. Experience Requirements:***

- At least three (3) years of related experience, including familiarity with a University environment, and experience working with stakeholders at various levels within a University environment. Experience working in an academic research environment will be considered an asset
- Experience successfully managing multiple service improvement projects including project planning, timelines, milestones, issues/risks/dependencies
- Experience with change management (i.e., change readiness assessments, communications, and community consultation, identifying training requirements/impacts).
- Experience with business transformation (process redesign and organizational change)
- Experience leading value stream mapping and other process improvement sessions, and facilitating working and user groups
- Experience supporting multi-function project teams with at least 10-15 team members including academic and administrative leaders
- Experience delivering management-level presentations, training and/or end user support
- Balanced business/technical background

- Sufficient level of technical background to provide highly-credible leadership to development teams and to be able to accurately and objectively evaluate complex project risks and issues
- Ability to provide leadership to business process analyst
- Experience working with PeopleSoft would be an asset
- Experience working in a unionized environment
- Experience in UniForum, UFAalytics and Project Benchmark would be an asset
- Experience with human design thinking and other innovation organizational design frameworks would be an asset

**C. Skills (Specialized knowledge):**

- Highly developed project management skills and ability to manage multiple simultaneous projects using PM methodologies and frameworks
- Proficient at developing quality reports, presentations, and deliverables
- Technical skills: MS Project visio, UFAalytics, PowerPoint, Excel, Word, wordpress, process mapping and statistical software; lean, six sigma and agile would be an asset
- The ability to evaluate situations and make judgement calls on timely issue escalation
- Ability to lead a team of cross-functional resources through change and manage expectations of multiple teams.
- Strong analytical, planning, and organizational skills; ability to manage competing demands
- Strong knowledge and understanding of business needs with the ability to establish/maintain high level of customer trust and confidence
- Creative approach problem-solving; focus on details while maintaining the “big picture”
- Ability to maintain a high level of strict confidentiality
- Excellent oral and written communication skills.
- Strong relationship building and interpersonal skills; strong collaboration and team skills
- Attention to detail
- Management experience
- Self-motivated, willing to go the extra mile when required

**9. THE WORK ENVIRONMENT AND THE PHYSICAL/SENSORY DEMANDS:**

Works in an office environment, attends meetings/workshops