Manager, Business Operations

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Professional and Managerial Group

Manager, Business Operations

Student Experience

Hiring #: 2018-0522

Please read the Application Instructions [1] before applying

The Student Experience department plays a critical role in fostering student success and employability. The department supports the Institution’s commitment to provide students with opportunities to apply their learning in real-world contexts through a diverse range of curricular and co-curricular experiential learning activities. Department staff support student transition, retention, student development and success efforts by providing programs and services that facilitate personal and academic skill development.

Spanning seven locations, Student Experience is comprised of six functional areas including: the Experiential Learning Hub (e.g., Co-operative Education, support for all forms of curricular EL; co-curricular initiatives such as Work Study, the Peer Helper Program; extra-curricular activities); Student Transition and Engagement (e.g., New Student programming and interventions; Town and Gown relations and off-campus living; Career Development; Leadership advising, education and support; senior year experience); Diverse Identities (e.g., programs and services in support of International students, LGBTQ+, racialized and culturally diverse students, and students with diverse faith perspectives); Aboriginal Initiatives; Marketing and Communications; and Business Operations.

The department is home to the 4th largest Co-operative Education program in Ontario with over 3,500 students and targets that will result in over 4,000 students by 2020. This program contributes greatly to alumni relations, employer reputational ratings, and the University’s ability to recruit top students who are committed to their academic and career development. Employers who are alumni of the University offer over 1,000 co-op work term opportunities annually.

Reporting to the Director of Student Experience, the Manager, Business Operations is a collaborative member of the senior leadership team and has responsibility for: finance, business operations, human resources administration, information technology and policy administration. The Manager supports each member of the department’s leadership team in the financial management and operations of their functional area; ensuring excellence in client, customer and business service deliverables, as well as human resource management. The Manager develops strategic plans for capital projects and supports long-term plans for existing facilities, Information Technology directives and Human Resource Management aligned with the Department’s vision. The Manager provides direction for streamlining functions and processes to ensure both cost and service effectiveness.

The department has a total operating budget of approximately $9.0M with over $1.5M coming from government, over $3.2M coming from student fees and over $1.2M from third party user fees. The Manager of Business Operations allocates the yearly budget and co-ordinates budgetary requests based on a funding model and allocation strategies and is responsible for department forecasting, fee increase recommendations (e.g., student referendum), contract negotiations and RFP processes. They are also responsible for identifying new revenue sources and executing approximately $100,000 in grant or external funding submissions annually.

The Manager of Business Operations manages three (3) full time direct reports and provides support in Human Resources Administration for the department which is comprised of approximately 80 full and part-time staff, as well as approximately 200 part-time student staff. This includes supporting the administration of hiring processes and human resource issues.
The Manager of Business Operations works very closely with the Director and with the leadership team to problem solve and develop innovative and creative strategies to achieve long term goals. The Manager undertakes and initiates projects that advance the Department’s overall objectives. As such, candidates for this position must possess the following:

- Demonstrated strength in leadership, decision-making and the ability to build positive and productive external and internal relationships;
- Excellent communication, interpersonal, and conflict resolution skills;
- A high level of diplomacy, tact, and judgment;
- Experience supervising/managing people with a proven ability to motivate staff;
- Skills and experience in strategic planning, financial management, and human resource management;
- Familiarity with the reporting requirements of diverse external and internal funders (e.g., various MTCU offices, U of G’s Student Support Services Fee);
- Project management, negotiation and problem-solving skills;
- Ability to deliver high quality work in an environment with overlapping, time sensitive projects and conflicting demands;
- An undergraduate degree, preferably in Business, Commerce or Human Resources combined with a financial designation and at least 5 years of related experience, or an equivalent combination of education and experience.

Position Number         531-012
Classification               P05*

Professional/Managerial Salary Bands [2]

*Tentative evaluation; subject to committee review.

At the University of Guelph, fostering a culture of inclusion [3] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2018 10 24
Closing Date: 2018 11 07

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