Manager, Communications & Special Projects

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Manager, Communications & Special Projects

The Provost and Vice-President (Academic)

Hiring #: 2022-0194

Please read the Application Instructions [1] before applying

The role of Manager, Communications & Special Projects is an essential role for the Provost and Vice-President (Academic) and the university. The main duties of this position include representing and providing critical leadership for key activities for the Provost which enhances their visibility and reputation by managing internal & external relationships in a proactive and structured manner. The role supports implementation of the Provost’s strategic priorities and objectives through communications and project management support that furthers the vision and institutional priorities of the Provost’s office and the University. The Manager seamlessly collaborates with colleagues across campus to identify, plan and deliver high-quality, effective communication using multimedia content across multiple channels to internal and external audiences. This includes ensuring seamless links for the Vice-President with other internal departments, leadership team members, boards, and external stakeholders. They will work to ensure the Vice-President receives the highest level of strategic consultation and support possible and will assist with the implementation and conduct of the Vice-President’s office’s responsibilities primarily in, but not restricted to, ensuring excellent communications from and within the Provost’s office and supporting operational planning, policy formulation and strategic project management.

General duties of the Manager, Communication & Special Projects:

- Provides leadership in developing priority Academic communications (and any supplementary communications) including research, consultation, and dissemination (as appropriate)
- Develops key messages, briefing notes, reports, speeches and strategic presentations for the Provost
- Creates campus-wide communication (both internal and external), as well as communication for the Board of Governors, Senate and their affiliated committees
- Provides consultation with and to the Provost, Council of College Deans and the Provost Leadership Team to create communication strategies that support the priorities of the Office of the Provost.
- Consults and collaborates with Communications and Public Affairs to ensure consistency and alignment in material across all channels
- Attends meetings on behalf of the Provost, where there is a direct impact on Academic decision-making to expedite the curation of communications.
- Ensures consistency, accuracy and excellence in the quality and content of all materials.
- Manages the communication workflow and volume to meet the deadlines while balancing competing priorities.
- Monitors emerging issues and trends that may impact communication plans and strategies
- Understands and adheres to the university style and branding guidelines that promotes a positive reputation for the University of Guelph.
- Develops and maintains relationships with key campus stakeholders and identify opportunities for collaboration on initiatives.
- Supports and curates communications as required for the Provost’s directorate, including but not limited to, the offices of the Associate Vice-President Academic, Associate Vice-President Institutional Research and Planning and Assistant Vice-President Graduate Studies.
- Manages key initiatives (e.g., events, compliance, etc.), activities and other deliverables involving the Office of the Provost and their Direct Reports where appropriate
- Establishes priorities and manages multiple complex projects simultaneously
Determines strategic decision, develops project scopes and parameters alongside University stakeholders and various functional units
Liaise with project partners to resolve problems and recommend strategies and solutions
Coordinates and delegates tasks for necessary follow-up, ensuring accountability for timelines and commitments
Exhibits diplomacy, tact and discretion when dealing with confidential and sensitive files and information
Liaise with project partners to resolve problems and recommend strategies to improve efficiencies.
As required, provide backup support of other positions within the Provost’s Office.

Requirements of the position include:

- Undergraduate degree in Communications in order to develop exceptional verbal and written communication, time management, creative thinking and problem-solving skills.
- Understanding of organizational behaviour, the university style, and branding guidelines that promotes a positive reputation for the University of Guelph.
- Advanced/Intermediate skills in the Microsoft Office suite of software (eg. Excel, Word, etc)
- Superior interpersonal and relationship building skills with the ability to work with individuals at all levels of the organization.
- Ability to think and act quickly and effectively under pressure, exercising tact, diplomacy, discretion and good judgement.
- Superior written communication and interpersonal skills
- Strong time management, organizational and analytical skills
- Resiliency and ability to work in a fast-paced environment with ability to manage competing priorities and oversee multiple projects simultaneously.
- Formal project management training and experience
- Experience working with Boards, Senates, and affiliated committees
- Experience developing priority Academic communications
- The incumbent must be familiar with the Provost’s strategic planning, committee, and project responsibilities, as well as current University-specific issues, in order to be effective.
- Knowledge of university policies, procedures and protocols
- Experience in developing key messages, briefing notes, reports, speeches, strategic presentations etc.
- Knowledge of Provincial and Federal Government organizational hierarchy and processes in addition to detailed working knowledge of the governing principles and practices, and organizational structure of the University
- Ability to act and work independently or in a team environment and to interact effectively with other staff, senior level administrators, faculty and students
- Ability to foster teamwork: Work cooperatively and effectively with others to set goals, resolve problem, and make decisions that enhance communication project outcomes.
- Ability to Develop and maintain relationships with key campus stakeholders and identify opportunities for collaboration on initiatives
- Knowledge of Broader Public Guidelines and best practices for procurement processes in the University sector.

Position Number         004-031
Classification               P05*
*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.

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