

Job Description

Job Information

Position Number: 297394
Job Title: Assistant Director, Project & Client Services
Grade: NU06
Manager's Title: AVP Communications & PA
Department: University Communications
Month & Year: June 2022

Job Summary

Reporting to the Associate Vice-President (Communications and Public Affairs) the Assistant Director, Project and Client Services is responsible for overseeing all aspects of project management and any related client services relating to university marketing and communication projects. This role is expected to ensure that projects are completed on-time and on budget. This role is responsible for balancing the needs of various stakeholders – clients, faculty, staff and other key individuals, to ensure a quality experience

Key Accountabilities

Planning and Risk Management

- Optimizes DUC operations through development and use of standardized processes, templates, tools, and continual monitoring
- Contributes to broader, annual departmental planning including identification of goals, targets and outcomes for University Communications
- Oversees annual unit-level planning, identifies need for modifications, determines implications and options and prepares recommendations
- Leads ongoing operational planning and/or projects including prioritization, resource allocation and scheduling; seeks opportunities for improvement in program and service delivery through program evaluation and research
- Identifies project risks, completes project/service reviews and develops recommendations and action plans
- Develops, monitors and reports on performance targets and service levels
- Provides accurate and reliable information to allow stakeholders to make the best possible decisions
- Ensures legislation, governance structures, policies and procedures are adhered to; contributes to development and alignment of internal policies and procedures
- Ensures optimization of information systems and data management processes and outcomes

People Leadership

- Oversees unit-level workforce planning with a focus on resource and talent requirements
- Leads recruitment and staffing actions
- Manages day-to-day operations, prioritizes and delegates work, develops and implements training plans and programs, ensures work quality and completion and manages scheduling and attendance
- Provides guidance and advice on escalated and challenging issues
- Conducts on-going performance management and annual reviews

- Monitors team culture and productivity and intervenes when necessary

Financial Management

- Works with Procurement as required to develop and implement contracts, and to ensure that they are aligned with budgetary expectations
- Develops and maintains project budgets utilizing financial software and systems and ensures all projects are kept on track
- Approves expenditures and arranges for payments
- Purchases goods and services following procurement policy and procedures within limits of authority including specifications, sourcing and request for quotes

Stakeholder Relationship

- Establishes and maintains effective communication and coordination with key individuals, stakeholders, campus partners and external partners including consultants, contractors, vendors, etc.,
- Keeps abreast of client strategy and priorities to act as an advisor, leader, and mentor with regards to projects for the DUC team
- Collaborates with other managers, professional staff, and other stakeholders to resolve issues and challenges and to deliver programs and services

Project Management

- Leads the project in accordance with the plan created, along with the applicable standards, guidelines and processes
- Designs and tracks KPIs (e.g. overall health and progress of projects, as well as overall project performance) and reports as required
- Communicates clear information around budgets, forecasts and actual costs across projects
- Consolidates all information and documents correctly and build a project dashboard specifically for stakeholders
- Manages large, multi-faceted, complex, integrated digital/content/print projects and/or multiple projects concurrently. Manages client expectations and stakeholders interests that may span several areas of the DUC and/or Carleton University
- Responsible for all project work during each process of the project lifecycle intake, planning, monitoring, reporting and close-out
- Acts as a project's 'first responder' to spot issues, and resolves problems

Job Requirements

Core Knowledge, Education and Experience

- Knowledge of operational management and leadership concepts/practices including program/service delivery models, planning, budgeting and performance measurement
- Knowledge of university's strategic priorities and goals as well as policies and procedures
- Knowledge of office as well as the broader university academic units, departments and divisions
- Knowledge of cultural competency and diversity
- Knowledge of communications, public relations, marketing and social media processes desirable
- Expert knowledge, experience and credentials in project management

Education

- Completion of undergraduate degree

Experience

- Minimum of seven years of previous progressive project management experience with at least three years leading a project management team

Communication and Stakeholder Management

- Consults with relevant stakeholders, understands content and context, provides advice and guidance
- Explains, clarifies and exchanges technical, process and procedural information
- Interacts across a range of stakeholders with a focus on the provision of project management expertise and support plus the exchange, collection and dissemination of information
- Builds and maintains relationships between and across business departments and campus partners
- Develops, writes and presents various forms of communication materials
- Uses change management skills and emotional intelligence to resolve challenging interpersonal dynamics

Problem Solving and Decision Making

- Acts autonomously and with independence to make day-to-day operational decisions, operating within context of academic rules and regulations, policy, and accepted professional standards
- Develops solutions to address program and service needs and challenges requiring integrative thinking

Impact

- Contributes to Carleton's reputation and public image.
- Contributes to effective decision-making at executive and departmental levels by providing background and analysis
- Contributes to long-term information accumulation and sharing
- Release of inaccurate information, failure to highlight priority issues or unsound recommendations could seriously affect the university's reputation
- Impacts efficiency and effectiveness of development and delivery of programs and services

Leadership and Development of Others

- Provides day-to-day leadership
- Participates in recruitment and selection, promotions and transfers
- Delegates workload, assigns tasks, manages schedules and leaves and recommends training and development
- Provides day-to-day coaching, mentoring, direction and support
- Evaluates performance, gives feedback, and undertakes disciplinary actions within limits of authority

Physical, Visual, Auditory and Concentration Demands

- On-going requirements for computer-based work and attendance at meetings
- Monitors and deals with issues/requests on evenings and weekends and works under tight time pressures to take appropriate action.
- Sometimes works with conflicting priorities from multiple clients.

Working Environment

- Works in office environment

Manager's Signature:_____ **Date:**_____

Employee's Signature:_____ **Date:**_____