

M&P OCCUPATIONAL GUIDELINE

JOB FAMILY: STUDENT MANAGEMENT Level E, Pay Grade 13

LEVEL DEFINITION	This level covers positions responsible for the leadership of a large team within a unit with a focus on the establishment and achievement of goals and initiatives that have direct impact on the priorities and long term objectives of the unit.
TYPICAL RESPONSIBILITIES	May include: providing leadership, operational oversight and expertise to a team within a unit; contributing to the development, implementation and evaluation of the unit's strategic plan; determining the unit's short-term functional goals, priorities and service standards; ensuring that business practices continue to meet unit needs and remains strategic; leading and overseeing opportunities and ideas for service/program enhancements and improvements, including developing action and project plans; receiving, evaluating and making recommendations on new initiatives and formulating plans/proposals for executive review; developing university-wide policies; providing consultation services to faculty and staff regarding the impact of policies, processes and programs; determining human and financial resources required to sustain programs and services; managing program communications and reporting to appropriate internal and external stakeholders.
DECISION MAKING /LEVEL OF ACCOUNTABILITY	<p>Problems faced are often vague and complex with little precedent, and typically require consideration of multiple issues or job functions across the university.</p> <p>Makes decisions regarding comprehensive strategies and planning of the unit and the delivery of programs and services across the university.</p> <p>Requires assessment, conceptual thinking, and independent judgement to problem solve.</p> <p>Decisions typically impact across an overall unit; requires integration/collaboration with other functional areas to reach a resolution.</p>

SUPERVISION RECEIVED	<p>Works independently within University policies and procedures.</p> <p>Work is reviewed in terms of achievement of functional goals and objectives.</p>
SUPERVISION EXERCISED	<p>Manages a large team of professional, and support staff and may manage indirectly through subordinates.</p>
COMMUNICATION	<p>Communicates with senior leadership and key stakeholders regarding matters of significant importance.</p> <p>Communicates with and influences stakeholders on accepting decisions and recommendations.</p> <p>Provides regular communication on short-to-medium term priorities.</p>
KNOWLEDGE REQUIRED	<p>Requires application of broad experience and in-depth knowledge in an academic environment leading and managing student support services, programs, projects and a team.</p> <p>Extensive knowledge of relevant university policies, processes, procedures and guidelines, as well as related external standards, regulations, best practice, etc.</p> <p>In-depth knowledge of a professional discipline, as well as broad knowledge of related disciplines.</p>
MINIMUM QUALIFICATIONS	<p>Undergraduate degree in a relevant discipline.</p> <p>Minimum of seven to eight years of related experience, or an equivalent combination of education and experience.</p>

Updated: January 1, 2024