**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**

Problems faced are often vague and complex with little precedent, and typically require consideration of multiple issues or job functions across the university.

Makes decisions regarding comprehensive strategies and planning of the unit and the delivery of programs and services across the university.

Requires assessment, conceptual thinking, and independent judgement to problem solve.

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

*Updated: January 1, 2024*