

## JOB DESCRIPTION TEMPLATE

Career Ladder:	Leadership & Management
Business Title:	Manager
Department:	
Department Code:	
Level:	E-E2

### **Job Summary:**

The Manager provides operational management and technical leadership for a suite of service offerings within a single reporting unit.

### **Organizational Status:**

### **Work Performed:**

#### Specific Duties:

## Core Duties:

- Works with business partners and/or IT leadership to understand and anticipate business and IT project needs of a reporting unit.
- Develops strategies, operating plans, performance measures/targets for a reporting unit and leads the day to day delivery of its programs, services and activities.
- Administers unit budget and ensures for cost efficiencies.
- Develops, implements, and ensures adherence to procedures, methods, standards and controls to foster operational efficiency, monitor compliance, mitigate risks, and achieve unit results.
- Negotiates for, sources and obtains financial, physical, or human resources to support short-term projects and programs.
- Develops and implements innovative service, business solutions, and programs, provides technical leadership and oversight on projects, and collaborates with others on integrated solutions and initiatives across other administrative/academic areas.
- Develops influential working relationships across the organization, including with internal and external key customers and stakeholders.
- Develops, mentors, and manages reporting Team Leads, professionals and other staff including selection, training, coaching, performance management and all other people practices.
- Manages the staff performance assessment process. Reviews performance assessment feedback and conducts regular meetings with direct reports and all staff.
- Provides career planning advice to staff and creates development plans to help staff achieve their career goals including assigning work which leverages their skills and capabilities and provides them with opportunities for learning.
- Manages performance concerns and disciplinary action in collaboration with HR and, where applicable, a Senior Manager or Director. May provide or Provides guidance to Team Leads on more complex performance concerns and disciplinary actions
- Anticipates and analyzes trends in technology and assesses the impact of emerging technologies on the business.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Consequence of Error/Judgement:

Supervision Received:

Supervision Given:

Education/Work Experience:

Skills:

## Competency Proficiency:

<b>Core Competencies:</b>
<p><b>Collaboration (Advanced – A):</b></p> <p>Consistently fosters collaboration and respect among team members by addressing elements of the group process that impedes, or could impede, the group from reaching its goal. Engages the “right people,” within and beyond organizational boundaries, by matching individual capabilities and skills to the team’s goals. Works with a wide range of teams and readily shares lessons learned and credit for team</p>
<p><b>Communicating for Results (Advanced – A):</b></p> <p>Converses with, writes reports for, and creates/delivers presentations to all levels of colleagues and peer groups in ways that support problem solving and planning. Seeks a consensus with business partners. Debates opinions, tests understanding, and clarifies judgments. Brings conflict into the open empathetically. Explains the context of multiple interrelated situations, asks searching, probing questions, and solicits expert advice prior to taking action and making recommendations.</p>
<p><b>Problem Solving (Advanced – A):</b></p> <p>Diagnoses problems using formal problem-solving tools and techniques from multiple angles and probes underlying issues to generate multiple potential solutions. Proactively anticipates and prevents problems. Devises, facilitates buy-in, makes recommendations, and guides implementation of corrective and/or preventive actions for complex issues that cross organizational boundaries and are unclear in nature. Identifies potential consequences and risk levels. Seeks support and buy-in for problem definition, methods of resolution, and accountability.</p>
<b>Role Based Competencies:</b>
<p><b>Leading Self (Intermediate – I):</b></p> <p>Adapts approach without feeling own agenda or outcomes have been compromised. Challenges inefficient/ ineffective work processes and offers constructive alternatives. Analyzes work errors, successes and failures and sets learning strategies to rectify and increase knowledge. Ability to adapt to changing workload priorities, effectively reprioritizing or deferring tasks in line with operational and strategic goals.</p>
<p><b>Leading Others (Intermediate – I):</b></p> <p>Regularly provides constructive feedback and recognition to team members regarding job performance and works with them to identify work goals and create individual development plans. Identifies, mentors, and raises the profile of future high performers and leaders. Determines best approach and mediates conflict between individuals and groups.</p>
<p><b>Leading the Organization (Intermediate – I):</b></p> <p>Develops a clear service plan that outlines the outcomes, key steps, responsibilities and expected time lines for completion to reach unit goals and further the organization and the University’s objectives. Communicates a collective purpose, creates a clear line of sight to the organization’s value proposition, and ensures alignment with the University’s goals and strategies. Engages in ongoing data collection to ensure that decisions are aligned with best practice.</p>