

## **JOB DESCRIPTION TEMPLATE**

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

### **Job Summary:**

The Senior Manager provides overall management and technical leadership for a major functional area with multiple lines of service.

### **Organizational Status:**

### **Work Performed:**

Specific Duties:

### Core Duties:

- Works with business partners and/or leadership to understand and anticipate business and IT needs of a major functional area with multiple lines of service.
- Develops integrated strategies, operating plans, targets and measures for a major functional area and leads the day to day delivery of its services, programs and activities.
- Establishes and administers functional area budgets, prepares cost/benefit evaluations and ensures for cost efficiencies.
- Negotiates for, sources and obtains financial, physical, or human resources to support long-term projects and programs.
- Develops and ensures systems, procedures, methods, standards and controls are created and followed which foster operational efficiency, monitor compliance, mitigate risks, and achieve functional area results.
- Develops and implements innovative services, business solutions, and programs, provides technical leadership and oversight on projects, and collaborates with others on integrated solutions and initiatives across other administrative/academic units.
- Develops and manages reporting Managers, team leads, professionals and other staff including selection, training, coaching, performance management and all other people practices.
- Reviews feedback on staff as provided by the Team Lead/Manager and conducts regular meetings with direct reports and with staff within their functional area.
- Manages the staff performance assessment process. Reviews Team Lead/Manager performance assessment feedback on staff performance and conducts regular meetings with direct reports, and quarterly meetings with 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, the Director. Provides guidance to Team Leads or Managers 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.

September 18, 2014

**Consequence of Error/Judgement:**

**Supervision Received:**

**Supervision Given:**

**Education/Work Experience:**

**Skills:**

September 18, 2014

## Competency Proficiency

<b>Core Competencies:</b>
<u>Collaboration (Advanced – A):</u> 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 accomplishments.
<u>Communicating for Results (Advanced – A):</u> 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.
<u>Problem Solving (Advanced – A):</u> 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.
<b>Role Based Competencies:</b>
<u>Leading Self (Advanced – A):</u> Calms self and others during stressful times. Comfortably handles risk and uncertainty and is decisive in ambiguous situations. Uses setbacks in a constructive way and demonstrates a mindset of continuous learning and improvement. Anticipates and responds in a proactive manner to future needs that may not be obvious to others. Ability to adapt to ever changing workload priorities and events and effectively reprioritizing or deferring tasks in line with operational and strategic goals.
<u>Leading Others (Advanced – A):</u> Supports team members in learning from each other, being self-directed, and being responsible for their own assessment and learning. Recognizes employee potential and develops reporting leadership strength. Works with employees to define realistic yet challenging work goals. Helps others to resolve complex or sensitive disagreements and conflicts.
<u>Leading the Organization (Advanced – A):</u> Promotes an aligned perspective of the organization and the broader University community; fosters and leverages a strategic view to address complex business issues. Establishes clear

service expectations and outcomes based on organizational strategy and takes corrective action to ensure ongoing availability of critical services. Maintains and develops an effective network of both technical and business contacts that provides information and intelligence around the market, emergent opportunities, and best practices.