

Professional Job Position Description

Section I: Position information

Effective date	2024-12-01	<input type="checkbox"/> Update only	<input checked="" type="checkbox"/> Classification review
Position title	Assistant to the Dean, Faculty of Humanities and Social Sciences		
Position number	998997		
Classification level	TBD		
Position affiliation	<input checked="" type="checkbox"/> AUFA <input type="checkbox"/> Excluded		
Location	Virtual		
Department	Faculty of Humanities and Social Sciences		
Reports to	Faculty Manager		

Position summary

Briefly describe the main purpose(s) of the position.

Reporting to the Faculty Manager, Faculty of Humanities and Social Sciences (FHSS), the Assistant to the Dean is responsible for the management and coordination of the flow of information and activities within the Dean's office. This includes administrative support to the Dean, Associate Deans, and Faculty Manager on a range of strategic and operational matters, contributing to the coordination and implementation of the FHSS operations.

The incumbent is expected to demonstrate initiative and be capable of working independently and with minimal supervision. This position requires a high degree of confidentiality, diplomacy and discretion. The incumbent must have exceptional critical thinking and written and communication skills.

Exceptional organizational, analytical, investigatory, negotiating, and problem-solving skills are required, as is technical aptitude to use computer programs and databases.

The Assistant to the Dean maintains professionalism, including sensitivity to confidential information and documentation.

Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

General Operational Management

- Prioritizes issues for the Dean including, but not limited to:
 - Action items arising from meetings involving the Dean.
 - Management of the Dean's calendar.
 - Prepare letters and emails on behalf of the Dean, as required.
 - Management, preparation, maintenance and recording of the Dean's

schedule including scheduling travel arrangements.

- Responds to administrative concerns as delegated by the Dean and/or the Faculty Manager.
- Accompanies the Dean to meetings and events, when required, to record minutes, when necessary.
- Responsible for administration of leave requests, staff records, and vacation schedules for direct reports to the Dean.
- First point of contact for student and staff enquiries to the Dean.
- Facilitates effective email communication and coordinates objectives and priorities related to the Office of the Dean.
- Ensures urgent correspondence is brought to the attention of the Dean.
- Initiates correspondence and reports for the Dean by researching relevant data, compiling information, preparing drafts, and ensuring deadlines are met.
- Generates and provides coordination of non-financial reports, such as Annual Reports and Quarterly Reports, and the documentation of all non-financial matters in FHSS.
- Manages and oversees the Academic Integrity and Academic Appeals processes.
- Oversees the interactions with the Learning Resources unit and coordinates the liaising and timely acquisition of learning resources within the Faculty.
- Administrative support for implementation of Work-Integrated Learning in courses and programs.
- Coordinates reports/information regarding the divisional operational plans.
- Prepares the agendas and meeting notes for the Dean's Advisory Group meetings.
- Attends and reviews the agendas and meeting notes for the meetings of the three Centres.
- With oversight from Faculty Manager, implements changes to new University regulations and policies that have a direct impact on student services and operations within FHSS.
- With oversight from the Faculty Manager, analyzes resources and makes recommendations regarding development, changes, enhancements, and coordination of FHSS Student Administrative Services.
- Participates in Faculty and Athabasca University steering and operational committees for the purpose of evaluation, developing and implementing existing and potential delivery and administrative support service systems and software.
- In partnership with the Faculty Manager, coordinates the internal training for annual performance assessments and assists to develop a collection and organization system.
- Participates in the strategic planning process within FHSS, as needed.
- Participates as a member of the Office of the Dean team in day-to-day business operations, and problem resolution.
- Makes presentations to internal, university-wide groups and external groups regarding the FHSS processes and systems, as needed.
- Contributes to a quality oriented, professional culture.
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- Provides support to the Dean and Faculty Manager engaged in faculty management, faculty governance, enrolment management and other faculty issues.
- Takes on ad hoc duties as they arise at the discretion and instruction of the Dean.
- Provides consultation, support and assistance to the Associate Deans when required.
- Provides consultation and assistance to the Office of the Dean staff when required.
- Obtains approvals, oversees the development, updating, and documentation of administrative procedures, and ensures procedures are followed appropriately.
- Maintains annual records inventory for the Office of the Dean.
- Maintains records of all approvals and signatures provided by the Dean.
- Understands relevant university policies, procedures, and collective agreements.
- Overall shared responsibility of the Office of the Dean including, but not limited to:
 - Supervision of support and casual staff directly supporting the Office of the Dean
 - Recruitment and orientation of support and casual staff
 - Confidential office records
- Provides assistance to the Dean and the Faculty Manager with the annual and multi-year budget and operational plans for all areas within the Faculty, as needed.
- General involvement and support of the following duties:
 - Oversees the processing of encumbrances.
 - Oversees the Chrome River expense claims and process.
 - Oversees faculty purchasing with P Card.
 - Assists with initiating and complete purchase requisitions, contracts for services, and other procurement documents on behalf of the Faculty, as required.
 - Maintains department files pertaining to purchases and payment of goods and services.
 - Provides financial support for financial transactions, including accounts payable, purchase orders, travel and expense claims, journal entries, and ensures that salary and non-salary expense accounts are reconciled, as required by the Dean, or the Faculty Manager

Student Support Management

- With oversight from the Faculty Manager, management of the FHSS Student Administrative Services activities in relation to the academic group, the learning systems group, student support groups and other university departments to ensure a high quality of student services.
- With oversight from the Faculty Manager, identifies, prioritizes and actions process improvement opportunities across the Faculty to achieve outstanding student service delivery and operational excellence.
- Ensures that operational areas follow Athabasca University policies and

procedures appropriately.

Special Projects

- Working with the Dean and the Faculty Manager, provides assistance as needed in preparing reports, divisional plans, or other special projects as assigned.
- As an integral member within the FHSS team, works on special projects that directly impact FHSS.

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification factors

Communication

- With oversight from the Faculty Manager communicates and resolves problems across the faculty.
- Must be capable of communicating complex business and technical terminology to stakeholders in a simplified manner.
- Acts as a liaison between the Faculty of Humanities and Social Sciences, Athabasca University Departments and external vendors and consultants, as needed.
- The role demands strong communication skills to effectively motivate and coach the team member, mediate and resolve conflicts, and promote innovation, critical thinking, and proactive engagement in the individual reporting to this position.
- Excellent communication and organizational skills, as the incumbent is responsible for developing and maintaining effective working relationships with a variety of internal and external individuals and groups including: FHSS academic and non academic staff, the office of the Provost/Vice President Academic, other Deans and their offices, other units, students and external organizations and collaborators.
- Participates in various Athabasca University planning and operational committees and must be able to communicate effectively with staff of all levels to justify and defend his/her position and negotiate solutions to problems. The incumbent's role will vary from gathering information to bringing information to meetings and speaking on certain topics.
- Must be able to effectively communicate priorities.
- Must be able to gather, interpret, and act upon information from various sources.

- Must keep being informed of initiatives that might impact the Faculty of Humanities and Social Sciences and other departments.
- Regularly interacts and communicates with executive officers, other deans, associate deans, centre chairs, program directors and their equivalents in other organizations/institutions.
- Knowledge and implementation of FHSS and university policies and procedures and an understanding of FOIP policy.
- Provides consultation and advice as required/appropriate.
- Maintains confidentiality of information.

Supervision

- This position supervises 1 support staff position
- Supervises support and casual staff in the Office of the Dean.
- Provides overall planning and direction of the unit in the Office of the Dean including all supervisory activities on a continuing basis for direct report

Impact of service or product

- This position has a direct impact on the various Centres of the FHSS, which is the largest faculty in the university. It also affects other Faculties and areas of the university.
- Adherence to deadlines and schedules is essential to this position.
- Prioritizes, provides projected dates of completion and follows up on work assigned by the Dean.
- Submission of reports, forms, and related documents within strict deadlines is required.
- Maintains accurate and complete records to ensure continuity of operations and consistency in decision- making within the FHSS and beyond.
- This position may be asked to support the integrity and the quality of student services within the graduate and undergraduate units with the Faculty of Humanities and Social Sciences.
- Employs tact and has an understanding of academic protocols and the larger political context. Ensures compliance with the regulations and guidelines as outlined in the AU policies and procedures, and FOIP.

Independence of action

- Works independently with little supervision and is expected to prioritize all work assigned by the Dean and/or the Faculty Manager.
- Requires attention to detail, accuracy, quality, and the ability to revise schedules to accommodate changing priorities.
- Researches and analyzes projects, where necessary, and provides solutions to routine and complex problems.
- Analyzes and finds solutions to different and diverse problems, promptly and appropriately; collaborates with appropriate others as required.

- Responsible for the accuracy and integrity of information provided to others.

Complexity

- This position is in a fast-paced environment that is under constant change with frequent interruptions. Priorities must be adjusted on demand.
- Both adaptability and flexibility are required, together with an ability to effectively oversee and undertake multiple tasks related to the duties of the Office of the Dean.
- The incumbent must be able to effectively research, gather and analyze information from a variety of sources, and then develop and prepare reports, presentations and correspondence for internal and external distribution.
- Analyzes complex situations, using both deductive and inductive reasoning to recognize potential problems and develop sound administrative solutions to facilitate attainment Faculty goals.
- Liaises with other university departments to ensure effective and efficient services provided to FHSS students.
- This position requires an extensive knowledge of the Faculty of Humanities and Social Sciences Strategic Plan and other University plans.
- The incumbent must work in complete confidence

Planning

- Contributes to the implementation of the Faculty Strategic Plan and strategies and plans, where required.
- Will be required to initiate proposals for improvement of services and development of, or modification to policies, including systems replacements or enhancements.
- Work involves the investigation or analysis of unusual conditions, problems or questions.
- Requires strong priority setting skills to ensure tasks are completed by self and/or others within the Faculty in a timely and efficient manner.
- The incumbent must be able to effectively research, analyze, prepare and develop reports, presentations and correspondence.
- Demands outstanding verbal and written communication skills, including the ability to independently and efficiently research and analyze data, to facilitate effective communication and strategic planning within the FHSS and beyond. Must be familiar with all departments and personnel to be able to direct inquiries and follow up on operational requirements.

Signatures for section I

Incumbent signature		Date <small>Select a date.</small>
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Supervisor signature		Date
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Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

- A post-secondary degree with a minimum of three years' senior administrative experience with two years' supervisory experience in a distance education environment. An equivalent combination of education and experience may be considered.
- Strong familiarity with the Centres, Programs and administrative processes in the Faculty of Humanities and Social Sciences.
- The ability to work closely with the Dean and the Faculty Manager on a variety of issues and in a range of situations.
- Outstanding interpersonal, verbal and written communication skills as well as excellent organizational, time-management and administrative skills.
- Must be able to deal effectively with change management issues that arise as a result of organizational change.
- Strong critical thinking and decision-making skills.
- Extensive knowledge of relevant administrative policies and procedures.
- Must have excellent computer skills and proficiency in the use of University's computer systems, software and internet applications, including for example, Cognos, AUCTS, Banner Student, Banner HR, Banner Finance, Microsoft Office (Word, Excel, PowerPoint) and Office 365 is a definite asset. The willingness and ability to learn to use additional software packages as needed to fulfill the responsibilities of the role is essential.
- The ability to deal effectively with a varied, demanding schedule, multi-task and maintain accuracy while meeting deadlines and cope in an interruption driven environment.
- Ability to work effectively under pressure, set priorities in relation to own work and delegate/ allocate tasks as required.
- Ability to be analytical, detail-oriented, flexible and decisive, and to analyze and resolve specific problems in a timely fashion is important.
- Ability to work in a team environment.
- The ability to work independently, prioritizing and re-prioritizing simultaneous projects.
- Ability to respect and maintain confidentiality is a must.

Signatures for sections I and II

Department Head signature		Date
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Executive Officer signature		Date
Human Resources review		Date