

# Assistant to the Dean, Administrative Support

## Various departments

Applicants are to clearly demonstrate how they satisfy the selection criteria in their written submissions and must identify the competition number and position code(s) (noted below) they are applying for in the subject line of the email.

This competition may be used to establish a 6-month eligibility list of qualified candidates for future vacancies.

Red River College Polytechnic (RRC Polytech) is working to achieve diverse and equitable representation in the workplace, and to recruit employees whose identities enrich the ways in which we accomplish our academic mission and serve our community. Inclusive hiring practices are a factor in this posting. A **preference hiring practice** will be applied. Preference will be given to applicants who self-identify as members of the following designated group(s): *Indigenous Peoples, people with disabilities, and racialized persons*. Please self-identify in your application.

## DUTIES

Reporting to the Dean, the Assistant to the Dean is accountable for providing confidential support to the Dean for a wide range of activities including administrative support for: office operations, program planning, budgeting, human resources, preparation of correspondence and supporting materials, reporting, leading and supporting projects, issues management, tracking government submissions and supporting meetings.

The incumbent ensures the effective operation of the Dean's Office by directing and maintaining the flow of work, triaging situations, coordinating the Dean's schedule, facilitating communications with a broad range of stakeholders and initiating back-up for the Administrative Assistants to other Academic Leaders in the School.

The incumbent works with highly confidential information on a regular basis including preparation of correspondence related to labour relations issues such as grievances and discipline and the student appeals process.

## REQUIRED QUALIFICATIONS

- Post-secondary education in business, management, office administration, communications or related discipline. A combination of education and experience may be considered
- Several years' experience at a senior administrative level in an executive or professional office setting
- Excellent leadership skills
- Advanced calendar management skills, including the ability to anticipate needs, prioritize urgencies, adapt to changing priorities and coordinate complex, multi-stakeholder meetings
- Experience in review and management of office budget, identifying and resolving discrepancies
- Excellent customer service skills including the ability to develop and maintain positive relationships with internal and external stakeholders, including building trust, respect and appreciation for others' needs and perspectives
- Experience compiling, drafting and/or editing senior level documents with varying levels of complexity
- Advanced verbal and written communication skills including ability to persuade and negotiate with a variety of stakeholders
- Experience working effectively within a collaborative environment
- Experience drafting PowerPoint presentations
- Advanced skills and experience in MS Office, including Word, Excel, PowerPoint, Visio, Outlook, and MS Project
- Experience building a respectful workplace culture that promotes diversity, learning and continuous improvement

## ASSETS

- Understanding of change management
- Experience working in a post-secondary environment

## CONDITIONS OF EMPLOYMENT

- Applicants must be legally entitled to work in Canada
- This position may be required to work evenings and/or weekends
- This position may be required to work overtime
- Satisfactory Criminal Records Check

RRC Polytech campuses are located on original lands of Anishinaabe, Cree, Oji-Cree, Dakota, and Dene peoples, and on the homeland of the Métis Nation.

## COMPETITION NUMBER

2022-250

Candidates are required to note both competition number and position code(s) in the subject line of their application.

## CLOSING DATE

Until Filled

## SALARY

\$49,931 - \$64,891 per annum

## POSITION LOCATION

Notre Dame and Exchange District Campuses  
(Winnipeg, MB)

## POSITION TYPE

4 Full-Time Positions Available  
(see position list on page 2)

## APPLY ONLINE AT

[rrc.ca/careers](http://rrc.ca/careers)

RRC Polytech is a leader in applied learning and innovation. Our talented team of employees is passionate about education, innovation and student success. We offer competitive salaries, extensive benefits and the opportunity for personal and professional growth in a rewarding career.

At RRC Polytech we are committed to fostering an inclusive environment, where all employees and students feel valued, respected and supported. We aspire to have a workforce that is representative of the diversity within our communities, and welcome applications from women, Indigenous persons, racialized persons, persons with disabilities, persons of all sexual and gender identities and others who may contribute to the further diversification of ideas. All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority.

If you require this information in an alternate format, please contact [humanresources@rrc.ca](mailto:humanresources@rrc.ca).



RRC Polytech is committed to providing accessible employment, and ensuring that our recruitment, assessment and selection process is barrier free. If a candidate requires accommodation during the hiring process, Human Resources Services will work with the individual to meet their needs. We thank all applicants for their interest, but only those selected for an interview will be contacted. For more information and other employment opportunities, visit [rrc.ca/hr](http://rrc.ca/hr)

**AVAILABLE POSITIONS (SUBJECT TO CHANGE):**

Applicants must identify the competition number and position code(s) they are applying for in the subject line of the email.

| <b>SCHOOL</b>                                    | <b>POSITION CODE</b> | <b>POSITION TITLE</b>   |
|--|----------------------|---|
| School of Indigenous Education                   | SIE                  | Assistant to the Dean*<br>* A <b>priority</b> hiring practice will be applied for positions within the School of Indigenous Education. Applicants who self-identify as members of the following designated group: <i>Indigenous Peoples</i> , will be given priority consideration. Please self-identify in your application. |
| School of Continuing Education                   | SCE                  | Assistant to the Dean   |
| School of Health Sciences and Community Services | SHSCS                | Assistant to the Dean   |
| School of Skilled Trades and Technologies        | SSTT                 | Assistant to the Dean   |

Job description included below

## Job Description

### IDENTIFYING INFORMATION

Working Title: Assistant to the Dean

Department/Area: Academic

Current Band: E06

### GENERAL ACCOUNTABILITY

Reporting to the Dean, the Assistant to the Dean (AtoD) is accountable for providing confidential support to the Dean's Office for a wide range of activities including administrative support for: office operations; program planning; budgeting; human resources; correspondence and supporting materials preparation; reporting; leading and supporting projects; issues management; tracking government submissions and supporting meetings.

The incumbent ensures the effective operation of the Dean's Office and School by directing and maintaining timely workflow; triaging sensitive situations and issues; managing the Dean's schedule; facilitating communications with a broad range of internal and external stakeholders; and indirect oversight of the Administrative Assistants to Chairs in the School.

The incumbent works with highly confidential information on a regular basis including preparation of correspondence related to labour relations issues—such as faculty and staff grievances and discipline; the student discipline and appeals processes; annual budget development; and annual internal School planning processes.

### ORGANIZATION STRUCTURE

The Assistant to the Dean actively fosters development and maintenance of work relationships based on mutual trust, respect and collaboration. The AtoD undertakes responsibilities with a high degree of professionalism and independence, knowing when it is appropriate to consult with the Dean and liaise with internal and external stakeholders at many levels.

The incumbent will work closely with and provide support to the Associate Deans as well as provide functional direction and advice to other academic leaders, faculty and staff within the School to facilitate efficient operations of the Dean's Office and the School overall.

#### Positions reporting directly to the Dean include:

Associate Deans  
Assistant to the Dean

#### The Assistant to the Dean position does not have direct reports:

- However, the Assistant to the Deans' role includes indirect oversight of the Chairs' Administrative Assistants with regard to ensuring quality control for reports, committee agenda items, briefing notes, and consistent administrative processes throughout the School
- Assistants to the Dean create collaborative environments, provide mentorship and leadership to the administrative teams in the School

### NATURE AND SCOPE

#### ENVIRONMENT

Red River College Polytechnic (RRC Polytech) is Manitoba's largest institute of applied learning and research, with more than 200 full- and part-time degree, diploma and certificate options. Through hands-on and online learning opportunities and state-of-the-art instruction, we prepare our students to become leaders in their fields — while also ensuring they can meet changing industry demands and contribute to the province's economic growth.

The Assistant to the Dean functions in a professional capacity to the Dean and works collaboratively with leaders at all levels within and across Schools, with other Assistants to the Dean and the Assistant to the Executive Director, Academic to accomplish tasks and ensure smooth functioning of the Dean's Office.

The incumbent works in a complex and rapidly changing work environment, and, as such, must have a clear understanding of the operations of the Schools and College overall. The Assistant to the Dean must be able to work effectively with a multitude of internal and external stakeholders with varying interests. The incumbent must be able to manage shifting priorities with relative independence, knowing when to consult with the Dean.

### FUNCTIONS PERFORMED BY THE POSITION

#### SPECIFIC ACCOUNTABILITIES

- manage Dean's schedule and calendar appointments to ensure identified priorities are addressed in a timely manner and the Dean's time is focused on critical, strategic issues.
- triage staff, student and other issues ensuring accurate identification of the issue and, where necessary, redirecting enquiry to appropriate person (e.g., Executive Director, Dean, Associate Dean, Chair) for their response.
- coordinate and support meetings of varying complexity, involving internal and external stakeholders, ensuring stakeholders receive necessary meeting materials in advance and follow up actions are completed in a timely manner.
- compile, draft and edit select correspondence, reports, program proposals, presentations / speaking notes, and minutes intended for a wide variety of internal and external stakeholders, including those related to highly sensitive and confidential labour relations issues and budget matters.
- provide leadership, mentorship and guidance on administrative processes and guidelines throughout the School for every academic department.
- manage the Dean's administrative operating budget by reviewing monthly reports, identifying and determining variances and advising the Dean in a timely manner.
- conduct select research projects including the synthesis and analysis of data and preparation of summary reports.

- provide reception responsibilities by responding to calls and walk-ins occurring in the Dean's Office.

#### **Office Administration and Dean Support**

##### **Management of the Office of the Dean**

- manage Dean's email, schedule and calendar to ensure identified priorities are addressed timely and the Dean's time is focused on critical, strategic issues
- communicate regularly with the Chairs' and Associate Deans' offices regarding scheduling of meetings, resolving conflicts and coordinating activities
- as the first point of contact, respond to internal and external queries to the Dean. This may be from industry, government or faculty, staff or administration
- provide the Dean a daily briefing on current and arising issues

##### **Coordination and Support for Meetings**

- interact with internal and external leaders and their assistants to coordinate routine and complex executive and project team meetings. Recognize the urgency level of matters and prioritize meetings accordingly
- coordinate meetings regarding labour relations issues occurring within the School
- prepare, compile and distribute supporting meeting materials in a timely manner
- prepare documentation resulting from meetings for Dean's review and/or distribution
- provides follow up with meeting attendees on post-meeting action items
- organize and support special events hosted by the School
- provide consultation on logistics regarding student appeal hearings

##### **Triage Staff and Other Issues**

- provide consultation and assistance to Associate Deans, Chairs, faculty and staff with respect to College policies and procedures
- mediate and resolve administrative concerns as delegated by Dean
- notify Dean of emerging issues in a timely manner
- attend to staff and student enquiries by determining nature of the enquiry and where necessary, direct the enquiry to the appropriate person (e.g., Chair, Associate Dean, or other College managers) for their response
- identify, prioritize and resolve a variety of office management issues by proactively collaborating with appropriate subject matter experts

##### **Set up and Maintenance of Shared Drive**

- review and organize shared drive, ensuring effective and easy end user access
- establish and maintain e-filing system on shared drive ensuring ease of access by end users
- review and update shared drive files regularly to ensure documentation is relevant and easily accessible to end users

##### **Preparation of Reports and Presentations**

- compile, draft, edit briefing notes, correspondence and reports intended for a wide variety of stakeholders and either distribute to recipient or forward to Dean for review or signoff
- creates speaking notes (when not drafted by RRCP's Communications team) and/or presentation slide decks, using existing documentation and/or content outlines provided by the Dean, in a manner that will appeal to the intended audience
- provide confidential pre- and post-administrative support to labour relations meetings occurring in the School, including disciplinary and grievances. This includes preparing related correspondence and following up on action items
- prepare confidential budget information regarding staffing for the School

##### **Coordination of Travel Arrangements**

- determine Dean's travel requirements and prepares options for Dean's review and decision. This may include coordinating other Administrative Assistants and travel agents when coordinating complex group travel
- coordinate travel-related details and agendas with representatives of the host site ensuring all details have been attended to

##### **Preparation of Expense Claims**

- gather expense receipts and prepare the Dean's expense claim in a timely manner

##### **Communications**

- manage communication between the Dean's Office and the School's academic departments to ensure staff are informed of all new or revised policies, academic requirements, practices and technology
- manage communication with external partners and stakeholders
- serve as a contact point for enquiries directed to the School through the President's Office, College Relations, Board of Governors, all levels of government and College website
- prepare information on and/or reply to sensitive issues; screen calls from the public or referred from government; provides information and/or referral to the appropriate College representative
- create and maintain document submission and tracking system for government submissions
- prepare communications for regular internal and external distribution

##### **Manage Office of the Dean**

- work with Financial Analyst to review monthly operating budget reports, identify and highlight variances, determine nature of variance with Controller's office and provide summary report to the Dean within prescribed timelines
- work collaboratively with the Dean on the budget, including preparation of the annual operating budget and forecasting
- track and monitor expenses related to the Dean's office, ensuring good accountability and monitoring of expenditures

##### **Human Resources**

- identify, prioritize and resolve a variety of office management issues by pro-actively collaborating with appropriate subject matter experts
- responsible mentoring and providing leadership to Administrative Assistants within the School

- provide feedback and direction on assigned tasks
- establish work priorities and delegates work to the School's administrative teams to ensure deadlines are met and procedures followed

#### **Administrative Support to Committees**

##### **Committee Administrative Support**

- coordinate and attend committee meetings chaired by the Dean, take meeting notes, transcribe and post notes on a shared drive in a timely manner
- coordinate project team planning sessions; assist session facilitator before, during and post-session
- aid committee members to post documents on project portal sites
- provide follow up with meeting attendees on post-meeting action items
- create, communicate and maintain system for submission and follow up of committee proposals and agenda items
- support Associate Dean, Chairs and faculty regarding SAC or government proposal submission requirements

## **MAJOR CHALLENGES FACED**

- the incumbent works in a complex organizational environment reflecting a wide variety of internal and external stakeholders representing many interests. The incumbent must quickly learn the organizational relationships and operations and build effective relationships to ensure successful outcomes to issues. This requires initiative, strong interpersonal, problem solving and decision-making skills.
- the incumbent must be able to anticipate and be proactive in meeting the established and emerging operational needs of the Dean to ensure the smooth functioning of the Office. This requires a clear understanding of the operations of the office, initiative, as well as interpersonal, problem-solving and decision-making skills.
- the incumbent must be able to meet set deadlines on a variety of deliverables throughout the year while continuing to manage emerging operational issues and providing administrative support to the Dean, a variety of committees and project teams. This requires strong planning, technical competencies, and communications skills.
- the incumbent provides administrative support on a variety of highly confidential matters including labour relations and student issues within the portfolio and is expected to manage these confidential and highly sensitive issues appropriately.
- the incumbent operates in an informal matrix reporting environment related to project teams they are a member of and must effectively manage the complexities of matrix reporting.
- the incumbent responds to a wide variety of enquiries from internal and external stakeholders that require considerable knowledge of portfolio and College policies, processes and contacts to help resolve or redirect enquiries correctly and timely. Professional tone and high emotional intelligence are essential.
- the incumbent receives minimal direct supervision. Work assigned is generally as a direct result of projects and initiatives sponsored by the Dean. The incumbent is expected to advance and address a variety of ever-changing challenges related to the administration of the School's operations. The incumbent must be able to synthesize information quickly and exercise judgment in changing and politically sensitive situations on a daily basis.
- the incumbent is required to work in a highly independent manner, knowing when to consult with the Dean on a diverse range of operational and emerging issues.
- the incumbent must have the ability to work strategically and comfortably in highly ambiguous situations. Regularly scheduled opportunities to consult and update the Dean on new developments and to seek mentoring and guidance are integrated into the relationship between this role and the Dean's. Initiatives vary in breath, depth and time, and they tend to be of a complex nature necessitating a clear understanding of known information and anticipation of unknown risks and unintended consequences.
- the incumbent demonstrates initiative and creativity when resolving issues. Performance objectives and behavioural expectations are outlined, and the incumbent is expected to determine how best to meet these within established policies and procedures. The incumbent must be able to effectively manage the impact of shifting priorities on their work with minimal direction from the Dean.

The incumbent should consult with the Dean on the following:

- portfolio issues (staff, students, etc.) that could have policy, corporate, political or financial ramifications
- media enquiries
- confirmation of Dean's travel arrangements
- operating budget decisions
- draft reports and presentations and select correspondence drafted by the incumbent

The incumbent makes decisions on their own initiative for the following:

- managing the Dean's schedule and calendar to ensure identified priorities and issues are addressed on time and that the Dean's time is focused on critical, strategic issues
- resolving issues and coordinating various activities with the offices of Executive Directors, Deans, Associate Deans, Directors, Chairs and others

## **CONTACTS, INTERNAL AND EXTERNAL**

The incumbent collaborates with a multitude of internal and external stakeholders including:

- contacts within RRCP – leaders at all levels across the organization, employees, cross-functional committees and teams
- contacts external to RRCP – many levels of government, executive offices at other post-secondary institutions, business and industry

## **QUALIFICATIONS**

The incumbent should possess advanced capability with the following competencies:

- **planning/organizing** - provide administrative and professional support to the Dean and project teams. Demonstrate advanced skills in identifying priorities, planning, coordinating, communicating and being comfortable with shifting priorities and tasks. Pay attention to detail.
- **written communications** - accurately draft, compile and/or edit documents of varying complexity, using a style and recommending a mode of delivery suitable for the intended audience and situation.



- oral communications - clearly convey, persuade and negotiate information and ideas that build common understanding and cooperation on an individual, team, or group basis.
- innovation and creativity - proactively review the School's operating procedures and initiate recommendations to revise for effectiveness. May undertake this independently or in collaboration with stakeholders. Recommend new approaches to processes.
- decision making and judgement - use sound judgement when approaching issues. Recognize when confidentiality must be maintained and manage particularly sensitive issues with tact and diplomacy. Discern when emerging issues should be brought to the Dean's attention or another team member. Make decisions based on problem identification, development and evaluation of possible solutions. Commit to decisions with confidence and take calculated and informed risks.
- interpersonal relationships - understand how and when to effectively collaborate with team members, management and employees within the School and across the College. Build work relationships based on respect, trust and appreciation for the feelings and needs of others. Demonstrate professionalism in all interactions. Is self-aware of the impact their behaviour is having on others and is able to adjust approach when necessary.
- Initiative - is confident and committed when initiating work effort that will ensure the successful completion of assigned tasks which builds the School's reputation for strong performance. Contribute to the effectiveness of teams of which they are a member.
- financial acumen - understand the budget development process and coordinate the School's effort accordingly. Interpret monthly financial operating statements, conduct follow up and prepare summary reports for the Dean.
- continuous learning - pursue professional development and share relevant new learning with other team members.

## TECHNICAL COMPETENCIES

- MS Office
- knowledge of social media and its effective use
- research and analysis – competency required to independently conduct research, analysis, and synthesis of data requested by Dean or other team members

## ESSENTIAL

- post-secondary education in business, management, office administration, communications or related discipline and / or a minimum 3 years' related experience at a senior administrative level, preferably in an executive or professional office
- excellent leadership skills
- advanced calendar management skills, including the coordination of complex, multi-stakeholder meetings
- experience providing an elevated level of customer service to leadership
- demonstrated ability to develop and maintain relationships with internal and external stakeholders based on trust, respect and appreciation for others' needs and perspectives
- experience working effectively within a diverse and collaborative environment
- advanced verbal and written communication skills including ability to persuade and negotiate with a variety of stakeholders, and ability to compile, draft and edit documents that range in complexity
- experience drafting presentation slides
- advanced skills in MS Office including Word, Excel, PowerPoint, Outlook and Teams
- effective conflict resolution skills
- experience scheduling travel arrangements for leadership and group travel

## STRONGLY PREFERRED

- understanding of change management
- understanding of project management
- experience working in a post-secondary environment

## DIMENSIONS

- The Office of the Dean consists of the Dean and Assistant to the Dean
- Academic Chairs
- School faculty and staff complement of positions

## ORGANIZATIONAL RELATIONSHIPS

The incumbent collaborates with a multitude of internal stakeholders including leaders at all levels across the organization, employees, cross-functional committees and teams.

The following organizational chart reflects the direct reporting relationship for the incumbent and their leader.

- President and CEO
- Vice-President, Academic
- Executive Director, Academic
- Dean
- Associate Dean, Assistant to the Dean
- Chair
- Faculty and Support/Admin staff