

**AGENDA REPORT TO BOARD OF DIRECTORS**

**MEETING DATE: March 2 2018**

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| Item: | COO Updates |
| Presenters: | Jeff Armour, COO |
| Purpose of Report: | For Information |

**Recommendation:** 

The Board of Directors receives this report for information.

**Background:**

The Chief Operating Officer is the sole employee of the Board of Directors, and it is the Board’s responsibility to “supervise the management of the affairs of the corporation.” A report from the Chief Operating Officer will be provided at each meeting, and is one tool to assist you with that responsibility. Please note that members of the Board have access to the Chief Operating Officer in between meetings, and are welcome to ask questions, seek clarification, and engage with that role as needed.

**Chief Operating Officer:**

1. Corporate Oversight of Financial and Human Resource Investments

2. Team Development with and Dynamic Management of Leadership Team

3. Strategy and Policy Work

4. Mentoring and Advisory Capacity

5. COO projects/initiatives

**Highlights:**

First glance at minimum wage:

As indicated to the finance sub-committee the first month of financials show the USC managing the impact of minimum wage pretty well. Areas without revenue opportunities felt the effect without much ability to off set it which means they are out of budget alignment. However the majority of the effect was absorbed across the organization. We will know more with more data however traffic patterns and sales volumes have in fact increased which is one thing we can assess daily and there was no reduction in individual sales so far.

Monthly Staff Meetings:

The USC has changed its staff meeting frequency and efforts to engage through changing the format of the meetings. Regular town halls (once a month) that are short and concise (an hour roughly) help keep the staff engaged and informed. Connecting staff to the student initiatives, organizational priorities and of course each improves engagement and work place effectiveness.

Engagement survey and Initiatives:

To follow up my last point we will be doing a survey to all staff on engagement and workplace readiness. We have experienced a lot of change corporately and also had people take on new roles or change departments. This will also help us assess where we need to be investing to be at our best to support the student leaders.

SMT retreat:

About 4 times a year the senior management team take time away to focus on our communication and any issues. Discussed team dynamics, decision making as a group and the role of the COO in that. These are not decision items for the organization but more around the “how” to get things done. That team is still in it’s infancy with new members and new titles with new responsibilities so we are dedicating time to that to grow those relationships.

Budget and Recruitment - budget was approved at council and next we move that to Property and Finance (assuming the board moves that along today). Our People and Development department is in full swing doing recruitment for everything from interns to part time staff to board, executive and associates. Lots of hiring and interviews - countless hours. Thank you to them! These pieces are the roadmap into the next year - exciting as they fall into place.

**Attachments:**

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| COO Review: | Jeff Armour |  |