



University Students' Council of the University of Western Ontario  
*Office of the President*  
**POSITION DESCRIPTION**

**EFFECTIVE:**  
May 1, 2014

**SUPERSEDES:**

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**AUTHORITY:** Executive

**RATIFIED BY:** Executive

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**1.00 POSITION TITLE: CHIEF OF STAFF**

**2.00 POSITION OVERVIEW:**

- (1) The Chief of Staff works directly with the USC President and Executive Branch to coordinate projects and planning processes to ensure that all platform points and portfolio objectives are met. The Chief of Staff is tasked with providing strategic and executive support to the Executive Branch. The Chief of Staff will manage constituent issues as they arise.

**3.00 PRIMARY RESPONSIBILITIES:**

- (1) *Executive Support:* Provide strategic advice to the Executive Branch regarding the most effective way accomplish projects and pass policy through Council in order to complete platform points, individual portfolio objectives and understand how external government and legislative changes affect the way the USC operates within its jurisdiction. Managing the President's agenda, ensuring deadlines are met, and that the President is organized and briefed for upcoming meetings with prepared speaking points in order to build and maintain relationships with various stakeholders.
- (2) *Project Management:* Lead and participate in a variety of special projects, business continuity projects, and assignments on behalf of the President to address policy and operational issues. Develops/implements project plans, leads the research/analysis of information and consultations with the Executive Branch, management and staff. Manages project progress, and drafts project reports/submissions for distribution to Committees and Council. Coordinates the review of draft materials by the Executive Branch, consolidates input, and prepares final project documents for approval by the Executive, Board of Directors, and Council.
- (3) *Communication, Presentation, and Relationship Management:* Represents the President and the Executive Branch at committees, task forces, meetings, special projects and with key internal and external stakeholders to provide problem solving tactics, issues management and coordination. Will act as an issues manager by responding in a timely and effective manner to problems and crises that may arise in order to uphold constituent and administrator trust in the USC as an organization.



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- (4) *Relationship Building*: Maintain coherence and open communication between all Executive Office members, including senior management and other Executive Interns. Coordinate regular meetings and agendas to facilitate exchange of ideas, collective decision-making, and a team-focused environment where the Executive can work collectively and effectively on a united front.

**4.00 QUALIFICATIONS:**

- (1) Qualified candidates for this position must be an undergraduate student of Western University and will have aptitudes in the following areas:
- Knowledge of the protocols and practices of the USC Executive Office and its relationship to Committees, Board of Directors and Council to ensure effective management of information flow on behalf of the Executive Branch.
  - Experience related to government decision-making and legislative processes in order to provide effective strategic advice to the Executive Branch regarding various policy issues.
  - High level of initiative and judgment is required in performing a range of responsibilities in an environment where the President is frequently absent from the office and requires independent decision-making in order to ensure issues management regarding politically sensitive matters.
  - Leadership skills to lead, motivate, and provide guidance to other Executive Interns.
  - Analytical, research and problem solving skills to identify and research issues and determine optimum methods to respond to these issues, and to lead special projects/initiatives.
  - Superior organization skills to ensure information is managed and delivered in a timely manner in an environment of conflicting priorities and tight deadline demands; ensure that the President is properly briefed for meetings and functions.
  - Project planning and management skills to lead and monitor progress of projects, initiatives, and priorities as set out by the Executive

**5.00 TIME COMMITMENT:**

- (1) Start date of August 18<sup>th</sup>, 2014. End date of May 15<sup>th</sup>, 2015.
- (2) **August 18<sup>th</sup> to September 5<sup>th</sup>**
- Hours of work will be 30 hours per week, preferably being in the office four days a week.
- (3) **September to April**
- Hours of work may not exceed the maximum of 20 hours per week.
  - Additional hours may be required during periods (Board of Directors Meetings, Council, Elections, etc.), as directed by the President. Additional hours will be communicated and mutually agreed upon in advance, when necessary. The time of hours worked will vary based on the availability of the Chief of Staff and President, as working collaboratively will be required at times in order to accomplish projects and objectives.
  - Significantly limited hours during the examination periods in December and April, and during holidays as outlined in the Western academic calendar.



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**6.00 TRAINING/SUPPORT:**

- (1) There will be a Health and Safety training seminar conducted at the beginning of the term of employment. This seminar is mandatory as all members of the USC must attend.
- (2) There will be an Orientation Day conducted in August to familiarize the Intern with the USC operations, fellow interns and staff.
- (3) On-the-job training will be provided on an ongoing basis by the President and Executive Branch members.
- (4) Training will also consist of job shadowing the current Chief of Staff and President during the transition period between the incoming and outgoing Executives.
- (5) If there are additional professional development seminars deemed appropriate for the Individual's success in the role, the President will approve and arrange training as required.

**7.00 LEARNING OUTCOMES:**

- (1) The Chief of Staff will be provided with the opportunity to apply and refine communication, organizational, supervisory, and project management skills in a government environment. This position will allow the Intern to exercise time management skills in an environment that requires the ability to respond and prioritize in an environment that is extremely dynamic with frequent interruptions. The position allows a high degree of autonomy to execute objectives set out by the President and Executive with the opportunity to build relationships and network with high level university administrators, politicians, and student leaders. The position is accountable for the development, implementation and management of projects, platform points, and portfolio objectives within the Executive Office to facilitate and optimize coordination among all members.

**8.00 COMMUNITY IMPACT:**

- (1) The Chief of Staff will directly impact student life by coordinating, monitoring, and executing projects that alter the way the USC delivers programs and services to undergraduate students. The position will have frequent contact with the Executive Branch and senior management with the opportunity to provide high-level strategic advice which could lead to executive decisions being made to improve program and service delivery, policy to streamline operations, and create partnerships with organizations that enhance the overall student experience at Western University.



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**9.00 EVALUATION:**

- (1) The Chief of Staff will participate actively with their supervisors in conducting formative and summative performance assessments.
  - i. *Formative Assessment:* The President will maintain an ongoing and open dialogue of informal feedback with the Chief of Staff. This informal process of feedback will be completed on-the-job and will aid in identifying learning needs for successful task completion. This will allow for instructional guidance in learning a new skill and being able to execute assigned tasks and projects successfully. This type of feedback goes both ways so as to allow the Chief of Staff to obtain a meaningful experience while also informing the President about specific learning and development goals they hope to achieve.
  - ii. *Summative Assessment:* There will be three formal feedback surveys conducted throughout the Chief of Staff's tenure with the USC. These surveys are to provide the Intern with the ability to articulate their experiences so far and to evaluate their program to identify any learning opportunities they would like to participate in. The second aspect of the summative assessment is formally conducted by the President to evaluate all strengths, any necessary improvements and communicate future projects with the Chief of Staff. This collaborative assessment will allow for both to communicate how the experience has been so far and to evaluate the overall job performance.

**10.00 SUPERVISION:**

- (1) The Chief of Staff will report directly to the President at the University Students' Council of the University of Western Ontario.
- (2) Secondary support for the Chief of Staff will be provided by the Corporate Governance and Executive Services Officer and the Volunteer Services Department.