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Incorporated in 1965, the University Students' Council (USC) is known for its success in enhancing the educational experience and quality of life for 28,000 undergraduates at Western University. The USC has three main functions: advocacy on behalf of students (to the University and all three levels of government), program and service delivery (including a range of commercial operations) and facilitating the broader learning environment through student development.

The USC is a separate corporation from the University and is managed by elected student executives (President [Chief Executive Officer], Vice-President, Student Programs Officer, Secretary-Treasurer and Communications Officer) with goals and strategic objectives which change annually.

The Board and Executive invite you to consider applying as USC's

Chief Operating Officer

(3 year contract)

This role reports to the Board of Directors, with day to day management from the President (Chief Executive Officer), and is accountable for ensuring the USC's Vision, Mission, Values (Guiding Principles) and Strategic Plan are operationalized and achieved by the paid Administrative Staff.

Key Accountabilities include:

- **Board and Governance:** Provides the Board with advice and support in the development of policy and matters related to the management of the USC. Works within a Policy Governance framework.
- **Strategy:** Translates the strategic direction of the students into operational plans and then engages the USC's Administrative team to effectively carry out the organizational mandate.
- **Leadership:** Supports the development of student leaders.
- **Corporate and Financial Resources:** Oversees, through the Managing Director, Corporate and Financial Resources, a \$24M budget.
- **Human Resources:** Oversees, through the Senior Manager, Human Resources the engagement of 50 paid Staff (both unionized and excluded) as well as 1,500 Volunteers as well as an "employer of choice" workplace.
- **Facilities and Operations:** Oversees, through the Managing Director, Facilities and Operations a wide range of student oriented services (Building Services, Commercial Partnerships (retail), Events, Hospitality Services and Promotions).
- **Outcomes:** Ensures the effective, efficient, economical and equitable administration of the USC.
- **Quality:** Ensures that the USC's operations promote the delivery of high quality programs and services to meet the needs of students meeting specific goals within the context of available resources.

- **Risk Management:** Ensures that the USC identifies, assesses and prioritizes potential risks and drafts a plan to monitor limit them.

Qualifications of the ideal candidate

- **Education**
 - Completion of a post-secondary degree, e.g. Business Administration.
- **Knowledge of**
 - The undergraduate “student experience”.
 - A non-profit organization which is membership based.
 - The principles of Learning Organization and Systems Thinking.
- **Professional Development**
 - Completion of a formally recognized leadership assessment and/or program.
- **Skills and Abilities as demonstrated in past roles**
 - **Advocacy:** Is a strong advocate for educational equity and social inclusion.
 - **Change Management:** Fosters a learning organization where change is viewed as an opportunity.
 - **Client Focus:** Ensures strategies and tactics are student-centred.
 - **Collaboration:** Builds and sustains strong, long term relationships with like-minded partners. Is an active networker.
 - **Communication:** Fosters an environment of open, plain language communication, both orally and in writing, where information flows freely to, from and throughout the USC.
 - **Financial Management:** Is fiscally responsible in terms of budget, financial management and reporting.
 - **Fund Development, Marketing and Social Enterprise:** Understands the value of strategic Fund Development and Social Enterprise as additional revenue streams.
 - **Human Resources:** Builds and inspires high performance teams. Possesses high emotional and relationship systems intelligence for effective talent management.
 - **Interpersonal:** Demonstrates sensitivity when working with diverse stakeholders. Demonstrates character, honour and integrity. Manages conflicts and disputes.
 - **Leadership:** Leads the USC using such techniques as coaching, mentoring and shared power.
 - **Outcomes:** Works with Key Performance Indicators and Metrics (e.g. Balanced Scorecard, Dashboard, etc.).
 - **Programs:** Ensures appropriate leadership, support, direction and resources are in place for team members to implement and evaluate meaningful services on a timely basis. Works with Logic Models.
 - **Project Management:** Is skilled in Project Management from needs analysis through implementation to evaluation.
 - **Strategy:** Works strategically, thinks conceptually, reasons critically; also able to work more tactically as and when required.
 - **Systems Thinking:** Sees the big picture, facilitates collaboration and breaks down silos.
 - **Technology:** Is computer literate (at least intermediate + Microsoft Office).

- **Experience**

- A minimum of 5 years' experience as a *senior* manager in the service sector.
- Experience working with Boards (reporting to a student Board).

- **Working Environment**

- Sedentary work in an open concept office environment with interruptions (in person; via text and e-mail; by telephone) and with competing demands.
- Mental and visual concentration for accuracy.
- Manual dexterity and speed.

TO APPLY

The USC is committed to administrative fairness, diversity and equitable employment practices.

Interested persons should submit a cover letter and resume (a single document in PDF format is preferred) by **5.00 pm on Friday, April 29, 2016** to lee@leeandersonassociates.ca.

All applications will be acknowledged. A detailed Role and Responsibilities document as well as an organization chart will be provided to those candidates who are invited to a first interview. Please visit us at <http://westernusc.ca>.