#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Planning & Projects Coordinator

**Job Number:** A-219 | VIP: 1325

**Band:** OPSEU- 8

**Department:** Student Housing

**Supervisor Title:** Assistant Director, Business Services & Initiatives

**Last Reviewed:**  May 17, 2023

#### **Job Purpose:**

Under the direction of the Assistant Director, Business Services & Initiatives, the Planning & Projects Coordinator is responsible for planning, project coordination, major residence operations and delivery of services to enhance the residential living experience.

#### **Key Activities:**

##### Planning

* Under the general direction of the Associate Project Manager, the incumbent assists with the development and execution of a five-year operational plan and budget for the Peterborough and Durham residence properties.
* Contribute to the development and implementation of the 10-year residence facilities and asset renewal plan.
* Lead the development, coordination and communication of the Student Housing Services operational annual schedule working with campus partners (Conference Services, Facilities Management, London Properties Corporation, TVOA, Campus Living Centres) to maximize occupancy, space utilization, and schedule facility renewal projects.
* As a member of the Integrated Business Services team, lead the planning activities to build capacity and support continuous efforts. Implement a consultative framework to highly engage students in the planning and execution process.
* Carry out space planning activities and support long-term capacity/demand studies engaged by the department.
* Work with the Facility Services Coordinator in cooperation with Facilities Management and Lease Property managers, to consult and coordinate the planning, renovation, and commissioning of residence revitalization activities, major renovations, and capital building programs.
* In partnership with Facilities Management, work with the Student Housing team to maximize facility space use by coordinating cleaning and maintenance activities to have the least impact on occupant activities and programs.
* Work with Facilities Management and Property Managers to establish preventative maintenance and facility renewal schedules to allow for building/space closures on a rotational basis.
* Maintains documentation, records and scheduling tools ensuring planning information is shared with campus partners.

##### Projects & Departmental Operations Lead

* Lead projects related to operational, service improvement, departmental activities, and facility renewal that includes full-scale plans and associated communications documents, project dependencies, schedule timelines and milestones using appropriate tools from conception to execution.
* Under the general direction of the Associate Project Manager, responsible to design, plan, coordinate, and improve of large-scale complex multi facet operational programs that include, but not limited to, residence move-in, move-out, inspections, damages, turnover, and transition between student residence and conference service operations.
* Under the general direction of the Associate Project Manager, responsible to implement a systematic approach to large-scale integrated departmental programs that include, but not limited to, recurring department-wide programs (such as student staff hiring), service enhancement initiatives and annual work plans.
* Lead activities to operationalize projects and initiatives to ensure the successful transition of new offerings into day-to-day work and support staff change management activities.
* Provide support to foster and extend relationships with property developers, commercial realtors, and lease partners to meet student housing and space needs.
* Support the project and initiative development and selection process to gather new ideas and foster a culture of continuous improvement.
* Develop business cases for projects that include key metrics to articulate the intended outcomes of projects and implement tactics to promote the benefits of projects and initiatives.
* Build out and deliver communication tactics with stakeholders to improve project and program implementation.
* Plan and conduct regular project team meetings. Ensures goals and objectives are on track and being met. Discusses and addresses issues, problems and or concerns.
* Foster working relationships vital to the success of the program/project. Creates a strong team environment for project implementation.
* Effectively communicate project expectations and status to team members and stakeholders in a timely and clear fashion.
* Estimate the resources and participants needed to achieve program/project goals and ensure resource levels are maintained.
* Define and communicates team member roles and responsibilities, provides program orientation, and manages logistics.
* Where required, make recommendations to unit managers for the acquisition of the required personnel.
* Create and disseminate training and operational program/project resources for team members.
* Facilitate knowledge transfer to stakeholders, users, peers and project team through training, guidance, information, documentation and sharing best practices and lessons learned.
* Recognize problems as they arise and work to solve conflicts as needed.
* Develop and deliver progress reports, proposals, requirements documentation, and presentations.
* Coordinate the purchase, delivery, and installation of all resources and materials, including writing requests for proposals/information and related administration.
* Work with Financial Officer to develop budget models for projects and plans and regularly monitor project budgets.
* Maintain administrative records related to operations, services, and facility renewal.

##### Other

* Serve as a contributing member of the Student Housing & Residence Life department on collaborative work, meetings, project teams and initiatives.
* Uphold the Residence agreement and related University policies to ensure the safety and enjoyment of the residence community.
* Work proactively to gather, share, and disseminate information to students/occupants, staff, campus partners and stakeholders.
* Research best practices, participate in professional associations/organization and engage with institutional partners.
* Work with the Financial Officer to monitor expenses and make budget submission recommendations.
* Maintain and regularly update the procedures library and make recommendations to the Assistant Director with regards to suggested revisions or changes.
* Engage in program and service evaluation analyzing data to make evidence-based decisions to improve services.
* Collaborate with stakeholders and consult with Housing Advisory Committee to review and update Student Housing policies related to areas of responsibility.
* Lead special projects and initiatives as assigned by the Assistant Director, or other members of the Housing Leadership Team
* Be knowledgeable of emergency response procedures and implement as required.
* Serve as the primary back-up for the Facility Services Coordinator and Admissions & Occupancy Coordinator in their absence.
* Some evening and weekend work required.
* Other duties as assigned.

#### Education Required:

* Honours Bachelor’s Degree (4 year) in a related discipline.
* Project Management Certificate required.
* Facilities Management Certificate (1 year) considered an asset.

#### Experience/Qualifications Required:

* Minimum five (5) years of experience directly related to service delivery, operations, and project management is required.
* A broad understanding of student housing (residence life, operations, off-campus housing, administration) progressive experience in a post-secondary environment is required.
* Experience managing complex operational projects and initiatives with competing priorities.
* Experience building and fostering collaborative working relationships with varied stakeholders and the ability to obtain consensus through negotiation.
* Experience with the design and delivery of student services.
* Knowledge of post-secondary and/ residence operations including major activities (move-in, move-out, turnover).
* Strong understanding of student and/or residence life in a post-secondary environment.
* Working knowledge of the Freedom of Information and Protection of Privacy Act and implementation.
* Working knowledge of Human Rights, AODA, and residential accommodation requirements.
* Knowledge of the Residential Tenancies Act (RTA)
* MS Office
* Demonstrated project management skills.
* High degree of accuracy, efficiency skills; patience with auditing and repeated review of details.
* Demonstrated ability to exercise judgment and use initiative in applying and interpreting a variety of procedures, policies, and practices.
* Excellent written and oral communication skills, tact, and patience.
* Excellent listening and interpersonal skills.
* Logical and efficient.
* Highly self-motivated and directed.
* Ability to effectively prioritize and execute tasks in a high-pressure environment.
* Strong student-centric orientation.
* Demonstrated ability to work independently and successfully in a team oriented, collaborative environment.
* Must be physically capable of routine lifting/handling of materials and supplies related to the duties of work.
* Valid class “G” driver’s license.
* Criminal Records Check (dated within the last 6 months), including vulnerable sector check, will be required as a condition of employment.
* Must be able to work evenings and weekends where required.

#### Supervision:

The incumbent will:

* Provide training, guidance, and direction, assigned and monitoring work for accuracy and completion and providing input into staffing decisions and performance evaluations.
* Act in a consultancy role on matters related to student housing planning, operations, services initiatives, and projects.
* Develop workplans (i.e., identifying work requirements of the unit and dividing work)
* Lead project teams or working groups towards a defined objective.

**Job Evaluation Factors:**

##### Analytical Reasoning

Analysis is required in examining and evaluating the complex, multi-faceted needs and concerns of the department and campus partners by clarifying student, staff and business operating requirements, evaluating established procedures and practices internal and external to the department.

The incumbent will lead the response to operational, service and project related issues and concerns that arise with the independence and expectation to resolve problems. This work will include making decisions collaborating with other departments and across the Housing Services team. Where necessary, the incumbent will establish work priorities to ensure execution and delivery of services.

For example, failure to understand, assess, and evaluate resident service needs would impact the ability of the department to fulfill the delivery of the resident contract. Inadequate laundry, access, mail/parcel delivery etc. would result in complaints and financial compensation.

##### Decision Making

Position will operate with a high level of autonomy and independence to execute responsibilities and lead related projects demonstrating diversity in types and complexity of decisions. The incumbent will establish the framework and process to execute the work, often operating within established practices but within defined policies.

The incumbent will lead the response to facility related issues and concerns that arise with the independence and expectation to resolve problems. This work will include making decisions collaborating with other departments and across the Housing Services team. Where necessary, the incumbent will establish work priorities to ensure execution and delivery of services.

For example, failing to adequately plan, schedule and deliver projects to complete residence work would result in degraded physical assets, space readiness issues, and may result in health and safety concerns. Further, project resources and quality of work would be impacted such that institutional financial resources would be underrealized.

##### Impact

Impact on the organization is likely to extend to other departments and have some effect on and extend to multiple clients and service partners: errors are not easy to identify and correct and would cause interruption and loss of time to colleagues and work groups, not only within the same section, but in other departments. Errors that go undetected may affect recommendations, decisions, or actions, leading to a moderate negative impact to the whole organization.

For example, failure to complete work required to organize major residence operations (move-in, turnover, move-out) would significantly impact the ability of students to move-in; intercession work to be completed; and conference services to operate their business.

##### Responsibility for the Work of Others

Indirect Responsibility

* Facility & Operations Associates - Provide direction/work instruction as it relates to major residence operations, project coordination and other related duties.
* Facility Maintenance Assistants - Hiring, selection and supervision.
* Contractors/vendors – Ensure contractors/vendors are meeting University standards, acting in a safe manner, and make recommendations regarding work.

##### Communication

Internal

Communicating for the purpose of providing direction, coordinating projects, exchanging information, decision making, problem solving etc.

* Student professional and student staff
* Facilities Management staff
* IT, Conferences, Food Services, TrentU Card, Purchasing, Finance, Colleges, and Risk Management staff
* Residence students and families/supporters
* Other university staff or faculty in the general course of daily interactions

External

Communicating for the purposes of exchanging information, decision making, negotiation, issue resolution etc.

* Leased Property managers
* Service Contractors including but not limited to
  + Coinamatic
  + Cogeco
  + Nexicom
  + Coldex
  + McWilliams Moving & Storage
  + Other facility service vendors as selected
* Prospective students and families
* Guests and visitors

##### Motor/ Sensory Skills

Job duties include keyboarding throughout the day; dexterity requires a high level of precision.

##### Effort

Mental:

Effort required includes mental demands such as visual attention and sustained concentration, for hours at a time on a weekly basis, to input and/or verify the accuracy and completeness of detailed information related to project coordination, service centre operations, scheduling, and reporting. The level of effort is increased with frequent interruptions and distractions over which the job has little control. The total effort leads to some fatigue.

Physical

Must be able to lift and carry up to 40lbs (carrying and moving physical assets). Standing/walking for long periods of time (rounds of the building, completing room inspections) with strict deadlines during peak periods of work.

##### Working Conditions

Physical

* Inclement weather, regularly outside in winter walking grounds, buildings and/or driving
* Keyboarding can result in carpal tunnel syndrome
* Must be able to work evenings and weekends where required (frequent through mid-August to mid-September, early January, mid-April to mid-May)

Psychological

* The working conditions include dealing with strict deadlines and little control regarding pace of work that results be required to work outside the normal workday schedule
* Deadline/time pressures during peak periods and transitions associated with the Student Housing & Residence Life cycle
* Frequent interruptions
* Conflicting work priorities. Client priorities often change
* Multiple competing demands from clients