Invites applications for the following position(s):

COMPETITION NUMBER: 557
Administrative and Professional Staff (APSA)
Temporary Position

ASSOCIATE DIRECTOR, OPERATIONS, QUALITY ASSURANCE AND STRATEGIC PLANNING,
GRADE 13
TEACHING AND LEARNING CENTRE
POSITION NUMBER: 121953

POSITION OUTLINE:
Reporting to the Director of the Teaching and Learning Centre (TLC), the Associate Director, Quality Assurance and Strategic Planning, is a member of the TLC leadership team and is responsible for leading and overseeing the Centre’s operations including administrative processes, business processes, and infrastructure. The Associate Director is responsible for:

I. Administration and Operations: Supervision of all units reporting to this position, business and infrastructure oversight, personnel performance and career development.

II. Quality Assurance: Develop and maintain quality assurance guidelines; develop and maintain TLC impact measures (i.e., gather, analyze, interpret data, and develop recommendations based on data).

III. Strategic Planning & Oversight: Developing and maintaining the TLC’s strategic plan, operationalizing strategic plan including tracking and oversight of related projects, and tracking progress towards strategic goals through Key Performance Indicators.

The incumbent engages in close collaboration with TLC staff, Faculty and administration in alignment with the Centre’s principles and procedures. The incumbent and the Associate Director, Educational Development work together to facilitate cross-functional teamwork to achieve Centre goals and meet the needs of TLC clients.

QUALIFICATIONS:
- Master's degree in Education, Quantitative Science, or Business Administration and seven years of relevant experience including five years of experience in research, evaluation, continuous improvement, and project management or an equivalent combination of education, training, and experience.
- Excellent research and analytical skills and extensive ability to integrate and analyze large data sets retrieved from multiple sources in a variety of formats.
- Ability to consult on processes to support institutional-level strategic directions and to liaise with and build partnerships between faculty, staff and students in different disciplines.
- Excellent coaching, leadership, team management, and supervisory skills.
- Excellent strategic planning, cost-benefit analysis, resourcing, and financial budgeting skills.
- Excellent analytical reasoning, problem-solving, time management, planning, project management, supervisory, administrative, and organizational skills.
- Excellent cross-disciplinary oral and written communication skills, interpersonal skills, presentation skills, and business acumen.
- Ability to demonstrate a commitment to client service and professionalism in consulting with clients, identifying needs and facilitating solutions.
- Ability to effectively lead and collaborate on cross-functional and multi-disciplinary teams, multi-task, establish priorities, and meet deadlines.
- Ability to exercise mature judgment, diplomacy, and discretion and to maintain confidentiality.
- Ability to maintain a broad perspective on business processes that cross functional lines.
- Ability to identify opportunities for improvement.
- Ability to work with competing interests and divergent groups to bring about positive change.
- Ability to lead consensus-based decision-making processes; facilitate problem-solving; and resolve contentious issues.

SALARY RANGE: $85,767 to $102,419 per annum
START DATE: October 16, 2017
POSITION END DATE: March 31, 2020

A detailed resume and cover letter quoting Competition #557 must be received in our office by 4:30 pm on September 27, 2017, addressed to the attention of Linda Chan, Human Resources Advisor. Please follow the application instructions at: http://www.sfu.ca/hr/prospective_employees/HowToApply.html.

We thank all applicants for their interest; however, only those selected for interviews will be contacted.
A more detailed job description may be obtained at www.sfu.ca/jobpostings