

THE UNIVERSITY OF PRINCE EDWARD ISLAND

POSITION DESCRIPTION

JOB SUMMARY The Senior Director, Ancillary Services leads the strategic direction and management of the University of Prince Edward Island's ancillary operation, a \$11 million portfolio.

Ancillary Services is a progressive community of passionate people who value the student experience and deliver exceptional services to students, faculty, staff, visitors and guests at the University of Prince Edward Island. Ancillary Services is made up of Residence Services, Accommodations and Events, Food Services, Onecard, and the Bookstore.

The Ancillary Services team is a high functioning group of dedicated and supportive professionals focused on meeting identified stakeholder requirements and providing an exceptional customer experience. Ancillary Services operates in a fast-paced environment and requires team members to have a sense of urgency, be self-starters and manage time and priorities with ease. While each ancillary unit is an independent operation, there is a high level of trust and collaboration across the units and within Ancillary Services.

ORGANIZATIONAL STATUS

The Director reports to the Vice-President Administration & Finance. Ancillary Services is a part of the Administration & Finance portfolio and the Director is a member of the Finance and Administration Senior Management Group. The Director works with members of the senior leadership team supporting the development of long term strategic master plans, ensuring alignment of objectives, the execution of operational plans, clear communications of projects and the development and promotion of collaborative partnerships that enhance the student experience and services to the campus community.

The Director leads the ancillary team in the development and establishment of annual goals and objectives, and the execution of business and capital plans aligned to the university's strategic vision, ensuring budget goals are met, maximizing returns to the university.

The Director, Ancillary Services is responsible for the overall successful performance and profitability of the ancillary units, providing leadership and direction with respect to approval processes, policies, practices, systems and operations.

WORK PERFORMED

Strategic Planning:

The Director develops and implements business plans aligned to the university's strategic business plans, balancing and meeting the varied needs of the university's key stakeholders while ensuring that the university's academic and research mission is supported and its financial requirements are met.

Leadership:

The Director oversees the hiring, training, performance management and development of staff, so that their full potential is actualized and their knowledge and skills are constantly updated. The Director supports the development of the Ancillary team's leadership capacity and actively

promotes developmental opportunities for them.

In collaboration with the Ancillary Services Managers, the Director establishes and monitors service level standards for each of the ancillary units to ensure they reflect the changing needs of the institution.

The Director will provide quality leadership by developing, maintaining and modeling positive working relationships with faculty, staff, and students as well as develop a customer-oriented workplace environment that adapts to change.

The Director requires the ability to build strategy, initiate, implement and support new or modified approaches, practices and processes in the organization recognizing the need for change across service areas and sets priorities accordingly. The Director will continually analyze the change process and makes necessary adjustments to maximize effectiveness.

As a senior professional, this position engages with key stakeholders in process, understands the impact on both internal and external stakeholders and manages risks and benefits accordingly. The Director collaborates with faculties, student representatives, alumni, donors, business leaders and various Student Services units to deliver programs and services to support student learning and leadership development.

Project/Program Management and Collaboration:

The Senior Director works closely with Facilities Management, Risk Management and Student Services on campus wide initiatives, capital plans and projects.

The Director develops, negotiates and implements strategic partnerships with external vendors and service providers to enable enhanced profitability. The Director oversees the contractual obligations and relationships with the university's third-party food contractor, the cold beverage management agreement and the vending machine contract. The Director works closely with Procurement in the development of university RFPs related to Ancillary Services and in the annual review process of commercial contracts related to ancillary services.

The Director's office manages the university liquor licenses, Beverage Management Agreements, and is the main liaison with the Prince Edward Island Liquor Control Commission.

Business Operations:

The Director monitors the forecasts and performances of each Ancillary operation ensuring unit goals and targets are met and provides regular and ongoing updates on financial performance to the VP. The Director consults and collaborates with other financial operations and campus services to ensure Ancillary Services are operating within the most up to date policies, procedures and applying robust financial controls to support financial and operational integrity.

Occupational Health & Safety

-Understands and complies with the requirements of the University's Occupational Health and Safety Policy

-Has knowledge of and understands the expectations of the University's Occupational Health and Safety Management System (OHSMS) and applicable Faculty/Departmental/Unit specific health and safety policies and procedures

-Ensures that all work conducted is in accordance with the Prince Edward Island Occupational

Health and Safety Act, Regulation and Code and other health and safety legislation as applicable

Core Competencies

Competency 1 - Envision the Future

- Sensing Future Trends - Anticipates and interprets future trends, by drawing on their experience and university knowledge to make decisions, to problem-solve and to align people and resources in increasing challenging and complex situations.
- Vision of the Future - Defines the future direction of the university, department, team or program and uses the vision to guide and align the efforts of all members of the university.

Competency 2 - Foster Innovation

- Climate for Innovation - To champion and facilitate the development of breakthrough research and new solutions; to bring in changes and new ideas that improve services, methods or approaches. Shows the ability to turn difficult situations into opportunities.

Competency 3 - Engage and Support Others

- Relationships - To establish and grow open and reciprocal relationships, understanding the importance of leveraging others to successfully achieve university objectives.
- Empowerment and Enablement - To empower and enable others with appropriate authority and responsibility, and supporting their efforts to take responsibility.
- Focus on Development - Cultivate the development of one's-self and others through coaching, mentoring, personal and professional development and supporting successful performance.

Competency 4 - Focus on Results

- Priorities Focus - The drive to achieve positive results and the ability to focus on accomplishing key objectives for oneself, the team and/or the university.
- Climate for Results - Create or contribute to an environment which inspires potential, trust, learning and excellence while delivering results.
- Change Focus - Facilitate and lead change by involving others and securing the necessary resources even when faced with complexity and/or ambiguity.

Competency 5 - Acting with Integrity

- Integrity - To support the core values of the university, to be congruent in what you say and do; to be trustworthy, respectful and honest, and to exhibit a high standard of integrity in all interactions.
- Accountability and Fairness - To 'do the right thing;' be accountable and fair. This quality enables leaders and staff to be patient, flexible and accessible.

SUPERVISION RECEIVED

The Director of Ancillary Services reports to the Vice President Administration & Finance.

SUPERVISION GIVEN

This position directly supervises the Ancillary Services team which includes the Assistant Manager of Residence Life, Manager of Conference Services and Bookstore staff.

QUALIFICATIONS

Master's degree in Business Administration or Hospitality Management preferred, or equivalent post-secondary education and work experience

- Seven to ten years of related work experience with increasing levels of leadership, responsibility and accountability managing diverse business operations, preferably in the hospitality sectors (preferably with a focus on food service, accommodation and small to large event planning).
- Substantial experience in strategic planning, budget management, as well as project and change management, sales and marketing, and people leadership.
- Substantial experience in planning for capital renewal, concept design, renovation cycles and major/minor maintenance programs for student housing, dining and other ancillary facilities.
- Experience with development and implementation of policies and procedures.
- Previous work experience in a post-secondary education setting strongly preferred.
- Proven focus on excellent customer service.
- Excellent communication, presentation and interpersonal skills and ability to function with high degree of tact and diplomacy with a diverse and wide variety of stakeholders.
- Collaborative and engaging leadership skills.
- Ability to work effectively and collaboratively with faculty, staff and students, parents, contractors, other post-secondary institutions, external agencies, conference clients and the general public.
- Effective organizational/project management, problem-solving, planning and analytical skills.
- Experience in leading as the functional expert in introducing or migrating to new technologies.
- Proficiency with business process, analysis and reporting software such as conference and event management, housing, retail point of sale, enterprise database, ID card, bookstore management and other business/productivity software.
- High level of numeracy and proficiency in Office 365.