

Position Description: Vice-President Operations

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| POSITION: | Vice-President, Operations |
| REPORTS TO: | UTSU Board of Directors |
| JOB TYPE: | Full-Time Hourly - 40 hours/ week |
| TERM LENGTH | 1 year term, April 1 2023 to May 15 2024 |
| HIRING SALARY | \$19.97/hour, with an expected increase to reflect the Cost of Living Adjustment of the current year. |

POSITION SUMMARY

The University of Toronto Students' Union (UTSU)'s Vice-President Operations is an elected student leadership position. The Vice-President Operations (VP Ops) is responsible for overseeing the internal and financial aspects of the UTSU. They make recommendations on capital and budget issues, and liaise with UTSU staff to coordinate the operations, businesses, and services offered by the UTSU. The VP Ops considers the internal structures, processes, and policies of the UTSU to support its efforts to be transparent to its members. As such, they are well-positioned to consider the accessibility of the organization and implement processes and strategies to improve overall organizational health. In addition to their operational responsibilities, the VP Ops is also a Director on the UTSU Board of Directors.

ACCOUNTABILITY

The VP Ops is a leader in the following areas: Operations & Finance, People & Culture, Governance & Administration, and Team Leadership & Collaboration. This is an Executive role that reports to the Board of Directors. The VP Ops may have direct reports for whom they are accountable for supervising, from time to time. As a member of the operational leadership body of the UTSU's Management Committee, the VP Ops shares organizational leadership responsibilities with the General Manager, the President, and the Director of Operations. As a member of the Executive Committee, they report to the UTSU Board of Directors, and are accountable to the President as chair of the Executive Committee.

The VP Ops has a commitment to upholding the values and principles of equity, diversity, inclusion and belonging. Specifically, the VP Ops considers issues of access, anti-racism and anti-oppression, gender-justice, Indigenous reconciliation and acknowledgment, anti-poverty, and other issues of inequity as such issues relate to student leadership and the broader St. George campus community.

KEY RESPONSIBILITIES

The key responsibilities outlined below are interpreted as being descriptive in nature and are not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties.

Operations & Finance

- Continuously lead, evaluate, maintain, and enhance the operational and financial strategies of the UTSU
- Remain well versed in financial and operational procedures, risk management requirements, and legal requirements, and advise the Executive Committee on implementation to ensure best practice.
- Ensure that operational and financial activities are considered for legal risk and liability

- Facilitate the coordination of finance, administrative, and operational functions at the Executive Committee level
- Oversee and administer such student programs as Student Aid and the Health & Dental plan
- In consultation and collaboration with the Leadership Team, review operational procedures and guidelines for the Student Commons and the UTSU, and identify areas of improvement that benefit students
- In consultation with the Board of Directors and in collaboration with Management Committee and the Director, Operations - develop, plan and track annual operating, program, facilities, and special project budgets reflecting the strategic direction of the UTSU
- Develop and support financial transparency processes to ensure UTSU membership are aware of the organization's use of funds
- Ensure financial decisions are in compliance with internal policies and external regulations
- Support the delivery of programs & services from an operational and financial capacity in order to ensure that the UTSU's programs & services are delivering high value for students

People & Culture

- Review people & culture policies and processes to ensure that are both operationally sound, and well designed to support the employees of the UTSU
- In partnership with People & Culture, oversee, monitor and develop comprehensive HR strategies, policies and practices that support the UTSU's goals and needs, and that create a diverse, respectful, welcoming and inclusive work environment for all employees.
- Review people & culture practices from the lens of the student experience to ensure that the UTSU's employment practices are accessible and accommodating to student staff
- Oversee processes for welcoming on boarding and effective off boarding of Executive team members, including Executive Assistants or other student staff that engage with the Executive Committee
- Be responsive to employee concerns and direct staff to appropriate channels to address issues and grievances
- Identify and act upon opportunities to create a collaborative, equitable internal culture for employees
- Ensure that hiring policies are adhered to across the organization in ways that centre student need, and facilitate the Executive committee in implementing hiring policies, with the support of the People & Culture team.
- Alongside the People & Culture team, ensure the UTSU's compliance with relevant Labour, Employment and Human Rights legislation

Governance & Administration

- Maintain in depth knowledge and awareness of the UTSU's governance processes, include the administration and procedures of meetings of the board
- Attend the monthly Board of Directors meetings and report on the progress of the Operations portfolio
- Coordinate special projects, draft presentations, and other materials for board and governance meetings
- Advise generally on best practices relating to student union governance
- Engage and support the UTSU's Board of Directors to actively contribute and participate in the UTSU's activities

- Ensure decision of the Board of Directors are widely communicated out to Student Members
- Actively engage and solicit feedback from the student membership and seek their input on the governance and administration of their student union
- Lead, with the support of UTSU staff and the Executive team, the coordination and delivery of the UTSU's Annual General Meetings and Special General Meetings
- Participate in relevant committees of the Board of Directors, such as committees pertaining to finance or policy
- In coordination with any direct reports, ensure correspondence to the VP Operations is managed, responded to, or redirected in a timely fashion
- Keep careful records of work and progress in finance and operations efforts to support knowledge transference from year to year
- Perform any other such duties as directed by the Bylaws and the Board of Directors

Team Leadership & Collaboration

- Maintain ongoing communication with the Executive Committee, direct reports, or other UTSU staff members with whom you work closely, on the status of your work
- Support the President as a team leader in their absence, and coordinate team leadership and function with the President, to ensure the Executive Committee is supported in meeting their goals
- Attend team and staff meetings, as applicable
- Actively seek out opportunities to collaborate and work with others to further shared goals
- Support the sharing of information and knowledge across the UTSU to ensure that good process, student voice, and sound interpretation of internal policies are embedded in organizational and team decision-making
- Integrate equity, diversity, inclusion, and belonging principles into day-to-day engagement with other staff members

OPERATIONAL STANDARDS

The VP Ops' term begins on May 1 and concludes on April 30 the following year. Prior to May 1, there is a transition period from April 1 to May 1, during which hours are variable and flexible, and contingent on Executive availability. Additionally the needs of the position may occasionally require work early mornings, nights, or weekends. Local, provincial, or federal travel may also be required.

The general time commitments of the position are as follows

- Full-time with an expectation of work 40 hours per week, though hours can vary and may go above 40 hours during periods of high organizational need.
- General availability during the core hours of operations (9:00am to 5:00pm, Monday to Friday), though hours may vary depending on time of year and project needs
- Work is mainly completed seated, at a desk, using a computer.
- The UTSU operates in a hybrid model, with a requirement to occasionally work in-person at the Student Commons at 230 College Street (or attend events/ initiatives offsite as applicable), as well as work remotely.
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- Elected executives must be available to work for the in-person onboarding period for the first week of May, which will be held at the Student Commons.

- The successful candidate will be expected to attend a mandatory in-person organizational retreat on the week of May 22-26
- An individual holding this elected office cannot simultaneously hold other full-time opportunities (including but not limited to: another full-time employment, internship, co-op, research, or study abroad opportunity).

KEY QUALIFICATIONS

- Is an eligible member of the University of Toronto Students' Union, eligible to work in Canada.
- Strong interpersonal and relationship management skills
- Superior project management and time management skills
- Ability to work independently with minimal supervision and effectively as part of a team, in a dynamic work environment.
- Strong communication skills, including written, verbal and presentation skills, with the ability to deal effectively with all levels of the organization, program partners, political representatives, and community members.
- Previous experience with: critical analysis on matters relating to policy or finance, familiarity with student union processes and procedures, or previous experience coordinating the internal controls of student groups or organizations are considered to be an asset

KEY LEARNINGS & BENEFITS

Throughout your term, you can expect to gain the following skills/ experiences:

- Leading, developing, and supporting campaigns for change
- Improved advocacy and lobbying skills
- Collaboration & stakeholder relations skills & experiences
- Leadership & management skills
- Public speaking & debate skills
- Gain an in-depth knowledge of the workings of the UTSU and the University of Toronto
- Training & professional development opportunities, tailored to the individual role