

EXECUTIVE DIRECTOR, OPERATIONS & ADMINISTRATION

ZRG Partners has been retained to recruit for the position of **Executive Director, Operations & Administration** in the **School of Continuing Studies** at York University

ABOUT YORK U:

York is a leading international teaching and research university and a driving force for positive change. Empowered by a welcoming and diverse community with a uniquely global perspective, York is preparing students for their long-term career and personal success. Together, we are making things right for our communities, the planet, and the future.

SCHOOL OF CONTINUING STUDIES

Seven years ago, we launched our School of Continuing Studies at a time when the demand for short professional education programs began to skyrocket due to labour market shortfalls. We became the fastest-growing school in Canada, the largest start-up in our sector in three decades, and garnered international awards and reputation as a global leader in our field.

We move fast, we innovate, we have fun, and we share a compelling sense of purpose as we address critical societal skill shortages. We help individuals to achieve personal and professional growth in a rapidly changing career and educational landscape. We help employers find the talent they need. Our professional programs support local talent and attract professionals from around the world. We work closely with employers to codesign and deliver professional programs tied to Canada's largest skill shortages.

We help international students successfully transition to degree studies and employment in Canada, through our international-award-winning York University English Language Institute, one of the largest language institutes in North America.

For more information about us, visit us at: <https://continue.yorku.ca>

SITUATION OVERVIEW:

Given the tremendous amount of growth the School of Continuing Studies has had since its inception, we are looking for an ambitious leader who can build upon the success so far, partnering with leaders across the University and within the School's leadership team.

The **Executive Director, Operations & Administration, School of Continuing Studies** reports to the Assistant Vice President for Continuing Studies. The role acts as chief administrative officer and is responsible for providing leadership and direction to the School's financial, administrative, operations, Human Resources, facilities, and Information Technology functions. As the School continues to grow and optimize operations, the successful candidate must thrive in a dynamic setting, engaging teams to keep pace and expand their capabilities, while providing guidance and negotiating the path of innovation within a large institution. The incoming Executive Director must be nimble, entrepreneurial, and strategic, while also managing the expectations of stakeholder interconnections in a unionized setting.

OUR IDEAL CANDIDATE:

- 15-plus years of senior business, commercial operations, or general management experience. A blend of public and private sector experience, with some of that experience ideally in a highly consultative and unionized environment.
- Has had progressive leadership experience leading a variety of administrative service functions; finance, business operations and strategic planning, facility, IT, HR, and risk management.
- Is a creative and solutions-oriented business partner, with a demonstrated ability to operate in complex environments.
- Enjoys challenge and thrives in busy, fast paced settings, working with passionate team members who are mission driven and building exceptional programs.
- Excellent communication and interpersonal skills and a high comfort level with leading discussions, negotiations, planning sessions, and presentations at the senior level.
- Entrepreneurial skills and agility.
- Demonstrated management, leadership, and supervisory skills.
- Strong knowledge of accounting, financial planning, and auditing and the legal requirements and regulations thereof.
- Working knowledge of business process improvement, continuous improvement, and quality management.
- Knowledge of human resources, labour relations, labour law, learning and development, employee engagement, and culture development.
- Knowledge of space planning and facility management.
- Knowledge of IT strategic planning, IT operational services, data architecture and management and the legal requirements and regulations thereof.
- Knowledge of enterprise risk management best practices.
- Knowledge of best practices in registrarial services, career services, experiential education, and online learning.
- Proven ability to manage time and delegate appropriately across a large and diverse portfolio.
- Ability to work effectively and achieve goals with a variety of constituent groups at all levels in a complex, political, and diverse environment.
- Crisis management skills, with the ability to understand, manage and lead staff through sensitive situations or crises as they arise. Ability to work in an unpredictable and agile environment.
- Demonstrated commitment to excellence in customer service.
- Master's degree (MBA preferred) with specialization in Finance, Management, HR, or IT. Professional credentials (such as CPA, CA, PMP) would be an asset.

WHY IS THIS A COMPELLING POSITION?

Not often do you get to join a passionate group of professionals on a journey to innovate the way education is delivered at scale. The programs and services being developed in the School of Continuing Studies are world class, and you will be part of building something special that impacts Canada and beyond.

York has more to offer:

- Competitive compensation, including variable pay based on performance
- Competitive health, vision, and dental benefits
- Excellent pension program
- Commitment and reimbursement for continuing professional and executive education
- Hybrid work environment
- Stunning [new building](#) housing beautiful office and student space
- Working with a diverse and equitable employer, committed to creating an inclusive workplace.

We offer comprehensive benefits and access to superb educational and recreational facilities. For more information on what York has to offer U please visit: <http://hr.info.yorku.ca/benefits/>

ABOUT ZRG PARTNERS

ZRG is a global talent advisory firm that is changing the way companies hire and manage talent. ZRG's data-driven approach to executive and professional search has been changing the way clients think about how to find top talent. The company's digital Zi platform combines talent intelligence, candidate insights, and process improvement to dramatically deliver executive searches quicker and with proven better results.



EMILY BELL

Managing Director

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[Link to bio for Emily Bell.](#)

To apply to this exciting opportunity please send your resume and intro to:
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