QUEEN'S UNIVERSITY GENERAL STAFF AND RESEARCH

POSITION SUMMARY

DEPARTMENT:	Financial Services		
POSITION TITLE:	Special Projects Officer		
POSITION NUMBER:	00500928	**GRADE:**	9

Job Summary:

Reporting to the Controller, the Special Projects Officer is a key resource for the department of Financial Services. This position is responsible for providing leadership and expertise on strategic initiatives and policies, as well as contributing to their development, implementation, and related communication. Through a keen interest in industry and market trends and active relationship building with stakeholders and other universities, the Special Projects Officer will assist Financial Services in providing better and/or more cost effective services to our campus stakeholders. The incumbent will ensure that proposed solutions meet stakeholder needs through ongoing assessment of process and deliverables.

The incumbent will participate in medium and long term strategic planning for the department.

Key Responsibilities:

- Evaluate business needs of the Financial Services and our campus stakeholders to identify opportunities for increased efficiency and effectiveness. Work with stakeholders to realize their benefits.
- Where required, prepare compelling business cases to communicate the needs, the opportunities, and the benefits of investing in an initiative. Conduct data analysis in support of project development. Recommend implementation plans, including overall strategy and departmental impacts.
- Provide policy development and research support and expertise on a diverse range of policy and procedure issues.
- Working with stakeholder groups, identify and implement process improvements on a continuous basis, ensuring stakeholder needs are considered as part of the process.
- Prepare and execute communications and training plan for new and revised policies and procedures.
- Lead or participate in business process documentation within the department.
- In periods of high volume or need, provide support to operational teams within Financial Services.

- Develop and maintain close working relationships with stakeholder groups, promoting frequent communication and knowledge transfer between groups to support initiatives.
- Work closely with other areas of the university to ensure new policies, procedures, or processes are developed and/or reengineered to mitigate risks, are consistent with systems, best practices, and add value for the university.
- Delegate to and oversee the work of others for specific work assignments and reviews and provide input for performance appraisals

Required Background:

- University degree required in Accounting
- Five to seven years of related experience, normally acquired through consulting or leadership roles. At least five years in a university and/or a Finance environment.
- Excellent communication skills and client service orientation
- Strong computing experience and skills
- In depth knowledge of internal controls
- Consideration will be given to an equivalent combination of education and experience

Specialized Skills:

- Well developed and confident written and verbal communication skills
- Demonstrated interpersonal, listening and business relationship skills
- Effective facilitation, leadership and conflict resolution skills
- Investigative, research, analytical and problem solving skills
- Directs and monitors the efforts of others as required for team collaboration
- Ability to show initiative, take ownership, and work effectively on diverse and complex issues under time constraints
- Ability to cope with multiple demands, manage competing priorities, and meet deadlines on time
- Ability to work independently and as part of a team

Decision Making:

- Recommend strategies and implementation plans for initiatives in business cases
- Determine how to best engage stakeholders to further enhance effective business service delivery
- Facilitate complex decision making process activities, leveraging all identified participants and stakeholders
- Confirm business process controls are in place and accepted by business owners and internal audit reviewers
- Determine type and level of information needed by management to support decision making, or if and when escalation is needed
- Determine appropriate strategy and target audience when developing training documents and specific training plans

SIGNATURES:

_____	_____
Incumbent	Date
_____	_____
Supervisor	Date
_____	_____
Department Head	Date