

POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE:	Executive Director, Risk and Safety Services		
DEPARTMENT:	Finance & Administration		
POSITION NUMBER:	00504597		
GRADE:	14	EFFECTIVE DATE:	August 1, 2024

APPLICATION INSTRUCTIONS:

Please submit your cover letter and resume through our recruitment management system by clicking the following link ([Queen's RMS](#)), clicking the "I am Interested" button, and following the on-screen instructions.

JOB SUMMARY:

Reporting to the Vice-Principal (Finance and Administration) (VPFA), the Executive Director, Risk and Safety Services (RSS), is key member of the VPFA leadership team, providing operational and strategic direction to the University on all issues related to risk management, safety, and security in support of the academic mission and strategic priorities.

The Executive Director is responsible for developing short and long-term strategic plans and ensuring a framework exists that allows the University to manage risk in a structured manner. The Executive Director advises the University on formally recognizing, appraising and mitigating such risks, and shares relevant methods, tools and processes that enhance the success of a risk management platform. The Executive Director is responsible for leading the departments of Environmental Health and Safety (EH&S), Campus Security and Emergency Services (CSES), and Insurance Services.

Committed to Indigenization, equity, diversity, inclusion, accessibility and anti-racism (I-EDIAA), the Executive Director, RSS, is responsible for developing and maintaining strong communication and collaborative relationships with various key partners including the City of Kingston, Police Services, the Queen's Senior Leadership Team and various portfolio leads across the university. The Executive Director, RSS, regularly presents to the Board of Trustees and its committees. The Executive Director, RSS, is committed to service excellence and continuous improvement, welcomes challenges and thrives on making a difference.

KEY RESPONSIBILITIES:

- In collaboration with key partners, develop strategic priorities, initiatives and projects to advance the culture of safety and risk management at Queen's in alignment with University priorities and strategic goals. Implement and manage these programs to ensure timely and successful completion.
- Plan, direct and control all aspects of risk management, safety and emergency management across the University. Lead the development and implementation of policies and procedures, monitor legislative and other changes affecting these policies and procedures and lead ongoing reviews and updates to these documents.

- Identify the critical risks present in the University's business, environment and operations. Develop and maintain a framework that allows the University to manage risk in a structured way. Keep University senior leadership and the Board of Trustees apprised on results of risk management strategies.
- Advise and support management at all levels of University administration in the effective discharge of their responsibilities, promoting the establishment of cost-effective controls, assessing and mitigating risks and optimizing opportunities wherever possible.
- Develop and foster a culture of service excellence and continuous improvement.
- Oversee the finances and operations of the RSS portfolio, financial planning and forecasting, reporting and monitoring. Implement budgetary and process controls. Promote a culture of financial accountability and strong financial management.
- Proactively adopt and/or adapt best industry and business practices to ensure Risk and Safety Services departments are positioned to respond to client needs and develop new initiatives.
- Ensure that emergency response and crisis management processes and procedures are developed, communicated and maintained.
- Coordinate with the Director of Audit Services in preparing the University's risk-based audit plan by providing expertise on the University's risk management framework, and on the nature and severity of the risks identified.
- Provide leadership in Business Continuity Planning to the University community.
- Provide strategic direction and support a diverse high-functioning team.

REQUIRED QUALIFICATIONS:

- A university degree is required, or a graduate degree is preferable, with significant previous experience in a senior management role, leading strategic planning and large complex teams.
- A recognized risk leader, who is dynamic, proactive and decisive.
- Demonstrated experience as an effective influencer, facilitator and motivator with a high degree of sensitivity, tact and diplomacy.
- Demonstrated success in providing organization-wide leadership in a complex, multi-constituent and decentralized organization.
- Demonstrated experience in leading transformative and innovative changes.
- Demonstrated strong analytical problem-solving skills with an ability to compile, synthesize and interpret relevant data from a wide variety of sources, with an ability to pay exceptional attention to details.
- A proven track record in recruiting, developing, motivating and supporting diverse and inclusive teams and talent necessary to deliver excellent service, managing their gaps and capitalizing on their strengths.
- Demonstrated human resources experience, in a highly complex and diversified environment.
- Experience in strategic planning, policy development, financial planning and analysis, relationship management, data acquisition and report writing.
- Ability to work effectively in a collegial decision-making environment, yet unafraid of appropriately challenging established practices.
- Previous work experience in a university or related environment is considered an asset.
- An equivalent combination of education and experience may be considered for this role.

PRIORITY SKILLS and ATTRIBUTES:

- Strategic skills – combines lateral thinking and considers a broad range of internal and external factors in the development of campus-wide plans and initiatives aligned with University Strategy.
- Leadership skills – able to influence, inspire and motivate staff and others to work effectively around common objectives; patient but firm; able to achieve results; pushes for difficult decisions; acts with integrity at all times. Demonstrates strength of character and composure during stressful and challenging situations.
- Forward thinker – stays ahead of risk and safety needs, assesses opportunities and offers guidance to key partners to meet goals.
- Communication skills – has superior written and oral skills; is effective in translating complex issues and conveying technical ideas in non-technical terms. A highly effective listener. Has proven presentation skills to champion new ideas and establish credibility with key partners. Ability to guide and coach people and teams through periods of change while ensuring that goals are being achieved as planned.
- Operational skills – has a focus on strong execution; ensures that the team receives the necessary direction and support to meet their responsibilities and address client requirements. Initiative and resourcefulness to work independently at a senior level.
- People development – develops strong leaders and highly-functioning team members; skilled at finding and attracting talent to fill key roles and building a team spirit. Ability to elicit trust to build collegial relationships and demonstrate integrity, professionalism, confidence, tact, and compassion.
- Indigenization, equity, diversity, inclusion, accessibility and anti-racism (I-EDIAA) – able to develop, manage and value the merits of a diverse team. Ensures inclusivity and accessibility for all.
- Client focus – someone who inspires confidence, who instills this client focus in team members, who can add value and problem-solve with clients, and can mediate within conflicting demand situations.
- Innovative – a creative thinker, able to develop innovative yet practical solutions.
- Negotiation skills – adept at navigating complex discussions to effectively articulate and recommend approaches to reach mutually beneficial agreements.
- Business acumen – identifies key opportunities while minimizing risks to the University; can prepare and present comprehensive business cases.
- Project management – sets clear goals and metrics, using continuous improvement, quality assurance, and performance management best practices.

DECISION MAKING:

- Through research and analysis, determine strategic advice for planning of the Environmental Health and Safety, Security and Emergency Services and Insurance Services functions to meet University goals.
- Determine appropriate strategies to ensure successful project management and process changes with relevant consultations while instilling a culture of continuous improvement. Determine reporting requirements for the Risk and Safety Services portfolio.
- Determine appropriate communications and follow-up with key partners.
- Determine, prepare and present content for Board of Trustees and Senior Leadership Team reports, advisory committee reports, policy documents, publications and presentations for internal and external audiences.

- Determine and recommend solutions to members of management at all levels in the university for risk management issues.
- Determine which decisions require further consultations with or approval of the VPFA or the Senior Leadership Team.
- Make final decisions related to all operational, communications, financial and human resource activities of the Risk and Safety Services portfolio.