

Faculty and Graduate Programs Administrative Assistant

At UBC, we believe that attracting and sustaining a diverse workforce is key to the successful pursuit of excellence in research, innovation, and learning for all faculty, staff and students. Our commitment to employment equity helps achieve inclusion and fairness, brings rich diversity to UBC as a workplace, and creates the necessary conditions for a rewarding career.

Job Description Summary

This position provides complex administrative coordination and ensures the successful delivery of administrative support for the Peter A. Allard School of Law's Graduate and Professional Programs, working directly with senior staff and the Associate Dean, Graduate and Professional Programs, and liaising with the Faculty of Graduate & Postdoctoral Studies as needed. This position ensures administrative success for the law school's LLM CL, LLM Taxation, LLM, PhD degree, distance learning program, and executive education. This position is also responsible for confidential administrative support to up to 7 faculty members.

Organizational Status

Takes direction from the Associate Dean, Graduate Professional Programs, and the Director, Professional Programs, Graduate Program Advisor, as well as the Professional Programs Coordinator, on matters related to the Graduate and Professional Programs. Reports to the Senior Manager, HR & Operations and works as part of the Allard Administrative Support Team.

Work Performed

Coordinates all aspects of graduate programs admission and selection, including:

- Advises prospective law graduate students on the admissions requirements for programs. This includes: reviewing received application documents; evaluating the completeness and contacting applicants for missing documents
- Calculates GPAs from applicant transcripts;
- Prepares recommendations for admission to the Faculty of Graduate Studies
- Prepares correspondence regarding welcoming to program or declining admission
- Maintains spreadsheet for Faculty of Graduate Studies on declined offers
- Administers and coordinates all graduate programs, including:
 - Communicates with Faculty of Graduate Studies regarding student progress;
 - Communicates to the National Committee on Accreditation or other external units for program status and course explanation letters;
 - Drafts broadcast and individual communications for students;
 - Prepares graduation and program completion letters;
 - Coordinates and submits expense reimbursement requests;
 - Coordinates orientation and graduation activities;
 - Actively contributes to improving the overall graduate student experience.
- Provides complex administrative support directly to the Associate Dean Graduate Studies and Professional Programs, Director of Graduate Professional Programs, the Graduate Program Advisor, Graduate Professional Programs Coordinator and Chair of the Graduate Committee
- Oversees the administration process of all law graduate and professional programs and new initiatives.
- Communicates new ideas and workflow strategies to the Director, provides input into program administration policy, and develops and implements work process and procedures.
- Responds to confidential telephone, email and in-person graduate program inquiries, providing information of a complex and sensitive nature for both prospective and current students.

Administers and coordinates the overall distance learning program, including:

- Receives and evaluates application documents, and provides an admission recommendation to senior graduate program staff;
- Forwards admission recommendation and associated documents to Enrolment Services for formal admission to the university;
- Registers students in appropriate distance learning courses;
- Sends collated final exams to the course instructors for marking;
- Maintains database of current students and current and former instructors.
- Organizes Law Graduate Committee meetings, takes minutes, distributes minutes to committee members
- Organizes the Associate Dean Graduate Studies and Professional Programs' calendar to ensure adequate interpretation and prioritization on student related matters; prioritizes inquires for response.
- Drafts and edits reports by organizing and leading research and statistical data analysis regarding enrolment, applications, course offerings, and other routine research as required.
- Makes arrangement for graduate program events, completing tasks such as printing name tags and brochures, event set-up, guest/speaker invites
- Compiles, edits, and disseminate relevant graduate student news and event information to students and faculty through emails, posters, and webpages.
- Oversees with records management administration for documents in archives and storage. - Delivers required, confidential, and sensitive original hard-copy documents to Faculty of Graduate and Postdoctoral Studies.
- Creates, updates, and maintains all information, documentation and communications related to graduate program at the Peter A. Allard School of Law.
- Assists with hiring Worklearn students, including preparing job ads and communicating with candidates; trains and supervises student employees as required.
- Assists in the degree promotion and the building of alumni relations, including social media outreach, coordination of students articling positions and job placement, development of alumni list, and participation in the recruitment and marketing projects, as needed.

Faculty Support:

- Provides administrative support as requested for up to 7 faculty members, including the graduate committee.
- Drafts, edits, proofreads and completes to copy, a wide variety of correspondence, reports, grant applications and other materials such as faculty CVs. Conducts research related support for research projects.
- Prepares course and exam materials (accessing Faculty Service Centre to print class lists and to e mail classes, editing syllabi, uploading documents and ordering textbooks), ensuring that Faculty deadlines are met.
- Assists faculty in preparation of financial reimbursement paperwork as needed.
- Sets up and maintains filing systems as needed, ensuring confidentiality
- Works independently to prioritize tasks from faculty including: assembling materials for meetings, contacting people, forwarding mail, making travel and accommodation arrangements.
- Organizes meetings for staff, faculty and guests to support work as needed (finding appropriate times for participants, booking the venue and equipment if necessary, and setting up equipment, ordering catering)
- Arranges for the distribution of materials and takes minutes as needed.
- Provides relief for receptionist, and other administrative assistants as required.
- Performs other duties related to the qualifications and requirements of the job.

Consequence of Error/Judgement

Poor judgment or errors in administration and processing confidential materials and correspondence for students and senior staff could have an adverse effect on the work of the Faculty and Graduate programs at the law school. Failure to act in a professional, tactful manner would have an adverse effect on the image of the Allard School of Law and efforts of the graduate and professional programs. Must be able to exercise a high level of judgment, decision making, and professional communication abilities in dealing with all administrative matters in the portfolio in dealing and tact with administrative matters.

Supervision Received

Works independently according to general direction and/or guidance.

Supervision Given

Initiates new employees into office and procedural routines. Supervises temporary staff and student employees and work learn students.

Minimum Qualifications

High School graduation, plus a two year post-secondary diploma, plus four years of related experience, or an equivalent combination of education and experience.

- Willingness to respect diverse perspectives, including perspectives in conflict with one's own
- Demonstrates a commitment to enhancing one's own awareness, knowledge, and skills related to equity, diversity, and inclusion

Preferred Qualifications

- Training in administration, such as basic accounting, submitting expenses, tracking budget lines, securing invoices from vendors, office procedures, or other related field.
- Experience working as a legal assistant in a law firm, or alternate capacity in the legal profession, or with internationally-trained lawyers, or with graduate programs is considered a definite asset.
- Ability to prioritize work, multi-task, work under pressure and to meet deadlines.
- Ability to maintain accuracy and attention to detail.
- Ability to exercise tact and discretion when handling sensitive and confidential matters.
- Ability to work effectively independently and in a team environment.
- Ability to communicate effectively verbally and in writing, using clear, concise business English.
- Ability to make thoughtful, informed, and thorough decisions.
- Ability to analyze and redesign work flow/business processes to make them more efficient and effective.
- Ability to use Microsoft Office (Excel, Word, Outlook), as well as database systems, at an intermediate level
- Ability to use Zoom, including managing waiting rooms, and the chatbox at an intermediate level.
- Ability to use eVision, the SISC (Student Information System) and WorkDay Student.
- Ability to use CRM technology to manage private student information and send communications.
- Ability to use Drupal for website editing, and Envoke for mass mailings.
- Ability to use social media on a professional level, especially managing posts, questions and requests to join LinkedIn groups.
- Knowledge of UBC policies and procedures preferred, particularly relating to student systems and awards, and handling private and confidential information