Management Excluded Job Description

1. Position Identification

<table>
<thead>
<tr>
<th>Position Number</th>
<th>992776</th>
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<tbody>
<tr>
<td>Position Title</td>
<td>Pension Governance and Communications Officer (GCO)</td>
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<tr>
<td>Department</td>
<td>Pension Services</td>
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<td>Reports to (title)</td>
<td>Director, Pension Services</td>
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<tr>
<td>Classification Level</td>
<td>ME 6</td>
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<tr>
<td>Current Incumbent</td>
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<tr>
<td>Date (last revised)</td>
<td>December 2019</td>
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2. Department Summary

**Pensions Services**

The purpose of Pension Services is to administer the pension benefits for members of the University of Victoria's three pension plans, to oversee investment programs, support the governance structure of each of the plans including the Board of Pension Trustees, Investment and Administration Committee, Governance Committee and various other pension committees, communicate with plan members and ensure regulatory compliance. The plans include around 6000 members with total assets in excess of $1.3B.

3. Position Summary

**Mandate or core purpose of role**

The core purposes of the GCO position is to work with the Director, Pension Services, Associate Director, Pension Services, and the various Pension Boards and Committees to ensure the effective and efficient governance of the University of Victoria Combination, Money Purchase and Staff Pension Plans and the Supplemental Benefit Arrangement in accordance with applicable law. The GCO provides advice, information and recommendations to the Director and/or Pension Boards, Committees, and is a key resource for communications, research and analysis, records management, and policy development. The GCO also provides secretariat functions for all each of the Boards and Committees of the three pension plans.
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### Summary of roles, functions and areas of focus

The GCO develops recommendations, and prepares policies for the Director, other administrators, and the various pension boards and committees. The GCO will provide secretariat functions for the Boards and committees of all three pension plan including elections and communication of decisions as required (investment managers etc.) The GCO will provide support to the chairs of each of the above Boards and Committees.

The GCO develops communications materials, reports and presentations for the office and committees, oversees and undertakes projects of strategic and operational importance for the Board, committees and the office, conducts research and analysis, and participates in the management of office records.

### 4. Key Responsibilities and Expectations

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<th>Key Responsibility</th>
<th>Expectation</th>
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| **Provide secretariat functions to various pension plan boards and committees** | • Determine agendas and develop minutes for committee and board meetings  
• Provide status reports on plan operations  
• Review pension and investment policies and strategies, industry trends and issues and provide recommendations for policy development and enhancement  
• Draft and recommend plan amendments to the Board of Pension Trustees and the University's Board of Governors  
• Participate in the selection of actuarial and investment consultants, investment managers and in the negotiation of fees, deliverables and contracts  
• Monitor investment manager activities and assist Investment Committees in investment manager reviews  
• Implement Board decisions |
| **Communications** | • Oversee the maintenance and development of the websites structure and content for the three pension plans to ensure they are effective and current.  
• Guide the development, execution and maintenance of various forms, member statements and letters, annual reports, newsletters and other various communications.  
• Stay apprised of communication industry best practices, technologies and trends.  
• Create and coordinate presentations |
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- Create and execute aspects of communication plans
- Collaborate with stakeholders in the setting of communications goals and objectives for Pension Services and the pension plans.
- Edit and proofread documents as part of peer review.
- Coordinate with other staff to craft messaging to be included in documents for internal and external use.

**Research and Policy analysis**

- Research federal and provincial legislation including Pension Benefits Standards Act and Regulations (BC and other jurisdictions in Canada), Income Tax Act and Regulations (Canada), Family Relations Act and Division of Pensions Regulations (BC), Personal Information Protection and Electronic Documents Act (Canada), Personal Information Protection Act (BC), plan documents, industry guidelines (issued by Canadian Association of Pension Supervisory Authorities), case law, and best practices and provide recommendations and assessment to the Director and Boards
- Gather, produce and report on metrics for use in various documents, presentations, brochures, reports and speeches to be presented to internal and external audiences.
- Synthesize, evaluate and prepare materials for review and decision by the Director and leaders within the Pension Services portfolio.
- Support the development and maintenance of Pension Services’ administrative practices and procedures and ensure alignment with plan governance best practices.
- Maintain a cyclical schedule for review of policies and procedures.

**Project management**

- After collaborating with other staff involved in projects, coordinate the identified options and recommend a course of action to the project chairs, steering committees or senior administrators.

**Records Management**

- Works with the Director in the development of a sound records management system and then guides the maintenance of that system so that it is consistent with both Pension Standards requirements and university policies and procedures.
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#### 5. Other Factors

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<th>Decision Making</th>
<th>Makes independent decision on:</th>
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<td>- Admin decisions that support the effective management of governance operations, record keeping and project management</td>
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<td></td>
<td>- Prioritization of work across plans to ensure duties and timelines are fulfilled</td>
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<tr>
<td></td>
<td>Recommends policies (revised and new) and communications strategies in support of the three pension plans. Uses initiatives to recommend approaches that can work consistently across plans where appropriate</td>
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<td>Seeks advice or direction from the Director and other senior staff (both internal and external to unit) on activities and projects that are sensitive or confidential in nature</td>
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<td>Plays key role in the design, implementation and oversight of administrative support roles and processes</td>
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<td>Monitor effectiveness and efficiency of all communications (web site etc.), and collaborates with other senior staff in the monitoring of administrative processes and records management – key player in initiating changes and improvements to optimize delivery of high quality service</td>
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<td>Informally assign work to various support staff in light of office priorities, pressure-points and associated risks</td>
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| Human Relations | - Exemplary communication skills required as there is regular collaboration, negotiation and persuasion of both internal and external stakeholders, including, senior administrative staff, trustees and committee members matters that can have a long-term impact on both the pension plans and the university |
|                 | - Maintains strong and effective relationships internal and external senior leaders, cross institutional initiatives and project participants |
|                 | - While supporting Pension Services, regularly and independently handles calls and emails from dissatisfied members of the internal and external community. The ability to maintain confidential information, use professionalism, discretion, diplomacy, tact and good judgment is mandatory |
|                 | - Provides key support to the chairs of the Board and committees of the three pension plans |
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| Accountability                                                                 | • The GCO organizes and manages sensitive and confidential information with multiple, competing and changing priorities to nonnegotiable timelines.  
|                                                                              | • Decisions made and communication interactions undertaken may reflect on Pension Services and the University.  
|                                                                              | • Professionally works with other units and ensures that internal and external messages are in line with the overall messaging requirements.  
|                                                                              | • Works independently, largely setting own schedule with exception of tasks related to annual pension plans’ cycles, Board and committee meetings and other deadlines. Must be flexible to respond to unanticipated issues as they arise. Ability to recognize situations where advice and/or consultation is required to avoid errors or making decisions based on inadequate or incorrect information. |
| Supervisory Responsibility                                                    | • Both guides and works with the administrative assistant and other staff on various matters that require efficient administration to support the activities of Pension Services and Board/committee. For example, ensuring the Director, Associate Director, boards, committees and external service providers have all the necessary documents, briefings, itineraries for meetings and other pension plan related sessions  
|                                                                              | • Assists with responses to questions; conveying critical, timely and accurate information when appropriate.  
|                                                                              | • No direct supervision of staff |
| Safety                                                                       | • In event of an emergency, contributes to overall implementation of the university’s emergency plan. |
| Equity                                                                        | • Takes equity into consideration at all times when planning and carrying out responsibilities. |

6. Summary of qualifications and job specific competencies

| Qualifications and experience | • Undergraduate university degree such as business administration, communications or other related field;  
|                               | • 3-5 years of related experience;  
|                               | • Demonstrated experience in project management assistance, communication planning and project reporting;  
|                               | • Experience related to corporate governance, meeting procedures and secretariat functions.  
|                               | • Experience in policy and procedures development; |
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- Experience in conceptualizing, analyzing, investigating and reporting on a wide variety of project requirements;
- Experience in design and edit of clear and concise written material including reports, presentations newsletters, forms and statements.
- Experience working in a multi-stakeholder environment;
- Advanced computer skills including - Microsoft Office suite including; Excel, Word, Desktop Publisher, Visio and graphic design programs (InDesign, Photoshop).

Key job-specific competencies

- Excellent written and verbal communication skills;
- Self-driven and able to work independently and in a team setting;
- Demonstrated experience in change management practices;
- Strong strategic and analytical thinking skills;
- Strong organizational skills including ability to prioritize work to meet non-negotiable deadlines;
- Flexible, diplomatic and tactful;
- Able to maintain confidentiality;
- Commitment to quality and attention to detail.

7. Unusual working conditions

Meetings of the Board extended beyond the regular work day (once a month)
Strong attention to detail required given the regulatory nature of the department

Please attach the reporting structure for the role.

Date of Completion: _______________________________

Signature of Incumbent: _____________________________

Signature of Director: _______________________________