

Chief Administrative Officer

Job Summary

The Chief Administrative Officer oversees the development of budgets and monitors the financial and operational results in collaboration with the CEO or COO. They are also responsible for driving key change management initiatives in the company.

Level: Executive

Competencies

Visioning and Alignment (Level 5)

Actively shaping and communicating the organizational vision and values to ensure understanding and alignment throughout the organization.

Shapes the vision and values

- Plays a leadership role in shaping the organization's vision and values.
- Describes the vision and values in compelling terms to promote enthusiasm and commitment.
- Positions the organization to deal with broad emerging trends and issues.

Achievement Orientation (Level 4)

Focusing efforts on achieving high quality results consistent with the organization's standards.

Improves organizational performance

- Sets highly challenging and attainable goals for own organizational area.
- Assesses group performance against goals to identify areas for improvement.
- Improves inefficient/ineffective work processes.
- Uses positive motivational approaches, tailored to diverse individuals and groups, to help staff improve performance, maximize results, and minimize risk.

Business Perspective (Level 5)

Using an understanding of business issues, processes and outcomes to enhance business performance.

Positions organization for long term success

- Develops ideas for positioning the organization for long-term success.
- Identifies situations where short-term costs/disadvantages should be traded for long-term revenues/gains.
- Recognizes breakthrough opportunities that will dramatically enhance business effectiveness.

Fostering Communication (Level 4)

Listening and communicating openly, honestly, and respectfully with different audiences, promoting dialogue and building consensus.

Communicates complex messages

- Communicates complex issues with widely varied audiences, in a clear and credible manner.
- Handles difficult on-the-spot questions (e.g., from senior executives, public officials, interest groups, or the media).
- Secures support for ideas or initiatives through high-impact communication in order to overcome resistance.

Managing Resources (Level 5)

Planning, allocating, and mobilizing resources (human, physical, information and financial resources) to achieve organizational goals.

Sets direction for use of resources

- Sets overall direction for how resources are to be used in order to achieve the vision, values and goals of the organization.
- Institutes organization-wide mechanisms and processes to promote and support resource management.
- Communicates priorities for usage of resources, reinforcing through clear and consistent messages.

Ensuring Accountability (Level 4)

Holding yourself and others to high standards of accountability, and creating an infrastructure and transparent corporate culture that supports and measures personal and organizational responsibility and accountability.

Establishes systems and processes for ensuring accountability

- Broadly communicates relevant standards, codes and legislation and consequences for non-compliance.
- Establishes monitoring systems that respect the full accountability of teams and are limited to the most critical risks.
- Establishes organizational systems for: defining authorities / responsibilities; tracking, monitoring and measuring success; assessing and managing risk; etc.
- Establishes performance metrics to help understand how individuals, teams, and the whole organization are doing relative to the objectives.
- Holds other leaders accountable for giving individuals/teams the freedom in deciding how to get work done.
- Addresses systemic barriers that undermine personal and team accountability.

Inspiring Others (Level 4)

Energizing and inspiring others to strive for excellence and commit to common goals and purposes, creating a sense of self-efficacy, resilience, and persistence in followers.

Builds passion and enthusiasm for the organization's mission.

- Challenges rules or practices that present barriers to independent action and decision-making.
- Brings excellent performance to the attention of the larger organization.
- Provides incentives to encourage widespread participation.
- Communicates a long-term vision that resonates among organization members.
- Models a genuine passion for the organization's vision, mission, and values, cultivates a feeling of energy, excitement and optimism across the organization.
- Communicates high expectations for self and others, creating an environment where people consistently push beyond expectation.

Financial Budgeting, Planning and Reporting (Level 4)

Providing advice and services on financial planning, budgeting, reporting and financial coding to ensure the optimal allocation of financial resources to organizational objectives.

Applies the competency in new or complex situations and advises others.

- Explains the mechanics and processes involved with resource/financial management.
- Leads the development of program and project estimates operational plans, business plans, etc.
- Analyzes financial and non-financial performance in relation to program strategies.
- Provides management with advice on resource allocation, cash management, budgeting and other financial issues.

Responsibilities

Executive

- Provide effective supervision of all assigned departments through counselled leadership and an effective management team
- Develop, in collaboration with the CEO, capital budgets and accurate reports on budget performance
- Lead the development of indicators to measure levels of organizational productivity and performance, and ensure that appropriate reporting systems are developed and implemented to provide accurate and timely monitoring of results
- Lead the implementation of strategic plans and complex initiatives through effective change management
- Plan, direct, and coordinate the day-to-day activities required to implement planned strategies and achieve goals and objectives
- Examine and analyze financial records to ensure accuracy and compliance with established accounting standards and procedures
- Compile data and prepare financial and operating reports to enhance the effective and efficient use of site resources and assets
- Oversee significant operating issues, including financial, information systems, and human resource management
- Lead the development of a long-range plan for the operation and continued success of the organization
- Play a key role in promoting and building the organization

Knowledge Areas

- Budget Planning (Advanced)
- Corporate Finance (Advanced)
- Governance (Intermediate)
- Human Resources Management (Advanced)
- Information Systems (Intermediate)
- Operational Auditing Methodologies (Advanced)