**Associate Ombudsperson, Western University**

**Classification & Regular Hours**

Hours per Week: 35

Salary Grade: 14

**About Western**

Since 1878, Western University has been committed to serving our communities through the pursuit of academic excellence and by providing students, faculty, and community members with life-long opportunities for intellectual, social, and cultural growth.  We seek excellent students, faculty, and staff to join us in what has become known as the "Western Experience" - an opportunity to contribute to a better world through the development of new knowledge, new abilities, new connections, and new ways to make a difference.

**About Us**

The Office of the Ombudsperson provides an impartial, confidential environment in which students can discuss a University related problem or concern and, when appropriate, to assist University administrators in ensuring Western is a fair environment in which to study, work and live.

**Responsibilities**

The Associate Ombudsperson is a key member of the Office of the Ombudsperson.  The incumbent will act as the first contact for students who have a University-related concern.  The Associate Ombudsperson will provide information, confidential and impartial advice, complaint and conflict resolution, consultation, investigation and diplomacy, ensuring the University community is served effectively.  The incumbent will facilitate and provide oversight for a wide range of administrative functions and processes by maintaining office supplies and equipment, liaising with and coordinating payment for internal and external suppliers, scheduling appointments, and answering the general office phone.  The Associate Ombudsperson will monitor and evaluate current administrative processes, and make recommendations regarding the development and implementation of new and revised processes to support continuous improvement and the use of best practices.  The incumbent will maintain the office web site and provide information and reports as required.

**Qualifications**

Education:
-   Undergraduate Degree

Experience:
-   5 years' progressive experience working with post-secondary students
-   Experience in advising individuals on conflict management and mediation
-   Experience communicating with individuals in senior positions

Knowledge, Skills & Abilities:
-   Ability to collect and analyze data in an objective manner to make appropriate decisions and recommendations
-   Ability to demonstrate a high level of professionalism and to work effectively and efficiently with internal and external clients at all levels of the organization
-   Ability to investigate defined issues, solicit input, and suggest remedies and alternative approaches that meet the needs of the situation
-   Ability to use judgment and quickly acquire the knowledge necessary to assess and prioritize demands
-   Knowledge of general office procedures, best practices for assessing, developing and implementing new business processes and procedures
-   Organizational skills to manage multiple assignments that are accurate and thorough, sometimes of a complex nature or involving competing priorities
-   Ability to ensure expenditures and resources are within allotments, and to make appropriate modifications when required
-   Competency to maintain confidentiality and treat sensitive information with discretion
-   Client service skills to understand client needs and expectations, with a desire to deliver helpful and reliable service to the University community
-   Ability to identify opportunities for improvement and actively support change initiatives
-   Ability and willingness to employ a consultative and collaborative approach to addressing issues and making decisions
-   Commitment to ongoing professional development with a desire to take on new challenges
-   A well-defined sense of diplomacy, including solid negotiation and conflict resolution skills
-   Ability to remain highly motivated, resilient, innovative, and collaborative when faced with challenges
-   Intermediate computer skills in Microsoft Office Suite
-   Influential interpersonal skills that build positive and strong relationships
-   Familiarity with University policies and procedures preferred

**Western Values Diversity**

The University invites applications from all qualified individuals. Western is committed to employment equity and diversity in the workplace and welcomes applications from women, members of racialized groups/visible minorities, Aboriginal persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression.

Accommodations are available for applicants with disabilities throughout the recruitment process.  If you require accommodations for interviews or other meetings, please contact Human Resources at hrhelp@uwo.ca or phone 519-661-2194.

**Please Note:**

We thank all applicants for their interest; however, only those chosen for an interview will be acknowledged.