



Innovation Hub – Senior Project Assistant

About the Innovation Hub

The Innovation Hub seeks to discover the University of Toronto campus story, with a particular focus on student experiences. Who are our students, and how is the world changing for them? The modern university community is diverse, including people from all over the world, with their own backgrounds, needs, personalities, and quirks. Understanding the stories of each person will help us design a more human-centered campus environment that works for all.

We work with partners from U of T, learning about their students, staff and faculty by leading group discussions, hosting interactive events, and interviewing with empathy. We then take this data to produce insights and design solutions to better meet their needs.

Working at the Innovation Hub

The Innovation Hub works because of the people who work here! We seek to design *with* students, rather than *for* students. Working at the Innovation Hub is an opportunity to join a cross-functional, cross-disciplinary team of passionate people. Innovation Hub team members learn valuable skills that can be applied across various career contexts.

Anti-Oppression Commitment

The Innovation Hub is committed to being equitable, anti-oppressive and to prioritizing the lived experiences of marginalized students. As such, any forms of discrimination will not be tolerated, including but not limited to racism, sexism, islamophobia, homophobia, transphobia, ableism, and anti-Semitism.

Senior Project Assistant Job Duties:

Directly supporting the Manager, Innovation Hub, the Senior Project Assistant takes a leadership role in all elements of administration, strategic and operational planning, and communications/graphic design at the Innovation Hub. The Senior Project Assistant supports Innovation Hub employees' payroll; supports all Innovation Hub teams carrying out their work; supports all project management; meets with project partners and ensures project milestones are met. The Senior Project Assistant also maintains all Innovation Hub operations and administration and communications documentation, ensuring that all Innovation Hub practices meet excellent standards.

Administration:

- Provides direct day-to-day administrative support to the Manager, Innovation Projects and the Innovation Hub teams
- Manages payroll & timesheet deadlines, communicates with all individuals on payroll, and collects timesheets in a timely manner
- Supports hiring processes, workflows, and timelines
- Supports team members with administrative-related questions
- Develops materials outside of the scope of design thinking projects, including presentations, professional development, or conference proposals
- Manages the Innovation Hub email inbox providing support to community members inquiring about Innovation Hub

Project Management

- Creates, maintains and oversees the project plans for every initiative at the Innovation Hub, adjusting timelines as necessary
- Coordinates with the Manager, Innovation Projects and Research Lead on project timelines & needs
- Communicates weekly project updates, team project needs, and upcoming project teams, following up with leadership team as appropriate

Communications:

- Manages the Digital Communications Coordinator and coordinates all communications strategy and materials for Innovation Hub projects
- Oversees deliverables and timelines of communications-related work, including graphic design and formatting, website development, content development, events and more for Innovation Hub projects
- Supports developing resources and workflows for project communications materials
- Ensures quality control of all materials, including meeting the brand & vision of the Innovation Hub and that materials are accessible for web, digital, and print

- Oversees the Innovation Hub website & content management (including blogs, website accessibility, and web content maintenance): to ensure work is completed on time, including:
 - Graphic design and formatting: work with the team to develop graphic design materials & final deliverables such as reports, presentations, and more
 - Website Development: oversees all website content and managing timelines on any updates and/or changes
 - Content Development: Ideates topics for content creation with team members for two active blog sites, manages timelines and check-ins to support content development. Provides guidance, feedback, and timelines for any posts, deliverables, and projects in this work. Ensures weekly content is provided for the websites

Supporting Student Teams & Workplace Support

- Manages team member access to the Innovation Hub community space and digital sites, including Microsoft Teams, SharePoint, website(s), and more
- Writes and sends weekly reminders & updates to team members, and develops shared documents for weekly updates across all teams
- Supports developing weekly teachings, resources, and additional processes to support teams
- Supports access-related inquiries or tech-related issues in the space
- Manages and updates Innovation Hub's SharePoint system for file and document structures and organization
- Supports community events and/or partner events or initiatives (as needed)

Strategic Development

- Develops project plans for updates, design research projects, events, or additional projects
- Engages in strategic conversations to support the growth of the Innovation Hub, providing feedback/insight from a Communications and Operations perspective

Events

- Leads event planning and strategy for Innovation Hub events
- Develops graphics, outreach materials, and event registration with support from the communications team
- Manages communications with event attendees
- Leads in-person and virtual event planning and coordination (i.e., event set up, organization, facilitation, etc. as needed)
- Develops accessible post-event follow up materials, such as session recordings, materials, and more

Must-Have Qualifications

- Bachelor's Degree or an acceptable equivalent combination of education and experience
- Minimum three years of related experience in communications, graphic design, website design), administration, including experience leading teams
- Demonstrated leadership experience with diverse populations, including direct management of a team and experience coaching team members
- Demonstratable time-management skills and desire to work in a fast-paced, entrepreneurial environment balancing multiple projects
- A strategic thinker with a creative mind who can support team members in building visionary strategies for their work
- A strong leader with demonstrated leadership experience with diverse populations, including direct management of a team and experience coaching team members
- Ability to interact with multiple stakeholders, work with a team, make routine decisions, and respond to basic inquiries
- A high-capacity individual who can balance multiple projects and work within tight deadlines with competing priorities - demonstrated ability to organize tasks and balance multiple competing priorities
- High level of patience and strong conversational skills who takes a collaborative approach, enjoys working in teams with diverse members & perspectives
- Project management, ability to manage conflicting priorities and deadlines
- Technical Skills: graphic design skills, website management, visual media (Familiarity with Adobe Illustrator, Photoshop InDesign, Figma, and WordPress required)
- Computer skills: Outlook, PowerPoint, Word, Excel, TEAMS, SharePoint, MIRO, MURAL, ZOOM
- Exceptional writing skills, including plain-language writing
- Demonstrated oral communication and presentation skills with diverse audiences
- Excellent interpersonal, organizational, conflict mediation, troubleshooting, and problem-solving skills.

Job Details

- Contract Length: 15 months from April – June
- Hours per week: 40 hours (8:00am – 5:00pm Monday – Friday with a 1-hour unpaid lunch)