



Innovation Hub Team Coordinator for the Arts & Science University of Toronto Quality Assurance Program (UTQAP)

About the Innovation Hub

The Innovation Hub is a student-driven research collective that uses a peer-to-peer approach to understand the needs of U of T students. Campus partners provide us with real design challenges, and we hire teams of interdisciplinary students to work on each project using a consulting model. Student team members are empowered to understand their peers' needs using human-centered design and learning as they go, building confidence through practical work experience. Our projects range in scope from designing campus spaces and services, policy evaluation, listening to the needs of students from equity-deserving groups, ideating for the future, and more.

Working at the Innovation Hub

At the Innovation Hub, student employees are central to our work. We seek to design *with* students rather than *for* students. Working at the Innovation Hub, you will join a collaborative, interdisciplinary team of passionate people. You'll learn valuable skills that can be applied across various career contexts. Most importantly, you will meet great people, have fun, and join a vibrant and innovative community. Everyone is welcome here. The Innovation Hub is also a big commitment. We suggest you read about our work prior to applying on our website at uoft.me/innovationhub and learn more about our roles at uoft.me/iHubWorkStudy.

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.

Technology Resources Required

Students are required to have a working laptop or device that can connect to the internet with the ability to access MS Office 365.



Innovation Hub Team Coordinator for the Arts & Science University of Toronto Quality Assurance Program (UTQAP) Description

The University of Toronto Quality Assurance Process (UTQAP) cyclical review ensures that academic programming at the University meets the highest standards of excellence. The cyclical review allows for maintenance and improvement through regular appraisal of undergraduate and graduate programs in academic units or those that involve more than one unit.

The Team Coordinator is a leadership role that supports the A&S UTQAP Research Lead by supporting a large team of Design Researchers working on multiple projects gathering feedback from students related to a particular program or unit in the Faculty of Arts & Science. Using an empathy-based approach, the design research team focuses on understanding students' experiences within the program or unit in four key areas: academics, student support, community building and extracurricular activities. The Team Coordinator supports the team to work together to plan and carry out data collection and analysis, preparing a report and presenting findings to the program or unit's senior academic team. This design research process results in a presentation of data that will be presented to senior academic leaders at UofT and can directly impact future change in an Arts & Science program.

Job duties include:

- Working closely with the Research Lead & Program Coordinator – UTQAP to support the Design Research teams in carrying out their work
- Leading team members through data collection, and data analysis
- Conducting 1:1 coaching conversations with each team member to help them achieve their goals using the Innovation Hub's established *Your Learning Journey* process
- Monitoring project plan deadlines for each team and supports them to meet these deadlines
- Supporting research teams to create interview guides, event plans & other resources
- Supporting the recruitment process to ensure students participate in interviews and/or feedback sessions, ensures each student provides consent prior to participation
- Supporting the team to collect feedback from students using ethnographic & empathy-based methods
- Overseeing the team's data analysis process and provides assistance when necessary, ensuring the team uncovers trends in the data & distills the key themes/insights
- Supporting each team to write reports on the findings & presenting them to the partner organization in an interactive presentation



Qualifications:

- Exceptional leadership skills, such as the ability to coach others, plan work and ensure the team meets tight deadlines
- Qualitative research skills & skills in ethnographic/empathy-based interviewing
- Data analysis, insight formation & knowledge translation skills
- Exceptional written and oral communication skills
- Patience & conversational skills
- Ability to work on a team & integrate diverse perspectives
- Creativity & innovative thinking
- Desire to enhance the student experience at UofT
- Reliability and accountability

How to Apply

To apply to the Innovation Hub, students can submit their application through this Microsoft Form: <https://forms.office.com/r/V6W2D1ggMH>

Job applications are accepted on a rolling basis, with interviews to follow. The application deadline is **Monday, July 1st, 2024 at 11:59pm.**

Questions

If you have questions about the role, email innovationhub@utoronto.ca for more information.