



Innovation Hub – Project Assistant

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

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.

Project Assistant

Directly supporting the Manager, Innovation Projects, the Project Assistant takes an administrative role in all areas of the Innovation Hub. The Project Assistant coordinates Innovation Hub employees' payroll, supports all project management, and communicates proactively about project statuses to ensure project milestones are met. The Project Assistant also maintains and updates all Innovation Hub process documentation, ensuring that all Innovation Hub practices meet excellent standards.

The Project Assistant is a highly administrative role designed for a person with superior technical skills in MS Office 365, including advanced Excel skills, the ability to design SharePoint websites effectively, fast typing skills with the ability to manage high volumes of emails, and coordinate busy calendars for team members with conflicting schedules. The Project Assistant also needs to be proficient in WordPress, Figma Miro and Mural, and pick up new software applications with ease.

Strategic Leadership Support:

- A supportive member of the core leadership team, directly working with the Manager, Innovation Projects, guiding strategic and operational decision making at the Innovation Hub
- Supports the Communications & Operations Lead and Research Lead to move all Innovation Hub work forward, and provide strategic leadership

Administration:

- Provides direct day-to-day administrative support to the Manager, Innovation Projects and the Innovation Hub teams
- Coordinates 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
- Supports the development of 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 member inquiries within one business day
- Builds meeting agendas and ensures meeting follow up items are actioned in a timely manner
- Manages the Innovation Hub's multiple shared calendars and coordinates team meeting schedules, documenting team members' individual in-person hours
- Coordinates FOB access to rooms, completes room bookings and schedule coordination of the day-to-day operation of the Innovation Hub shared workspaces
- Manages the Innovation Hub's MS Teams for team communication
- Maintains the Innovation Hub's SharePoint and file system, ensuring adherence to document retention standards
- Maintains supply inventory and ensures supplies are ordered in a timely manner

Project Management

- Builds, Maintains and updates project plans for every initiative at the Innovation Hub, supports building additional project plans as needed, and makes updates requested by the Manager, Innovation Projects
- Ensures that the Manager, Innovation Projects is aware of upcoming project deadlines, risks, and issues, and acts based on recommended next steps
- Communicates weekly project updates, team project needs, and upcoming project teams, following up with the leadership team as appropriate

SharePoint Process Documentation & Intranet:

- Develops, maintains and updates all process documentation for the Innovation Hub, including multiple process guides in SharePoint to support various teams
- Updates and maintains the Innovation Hub's SharePoint site and file system
- Ensures a streamlined UX/UI of SharePoint so that Innovation Hub team members can quickly and easily access needed information

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)
- Leads all attendance tracking including employees' time-off, vacations, sick time, and emergency leaves.

Events

- Supports the administrative planning for Innovation Hub events, including developing comprehensive event plans to ensure events run smoothly
- Supports all phases of an event: imagining, promoting, executing and following up afterwards
- Leads technical and logistical set-up and take-down for all events
- Supports in-person and virtual event planning and coordination (i.e., event set up, organization, facilitation, etc. as needed)
- Supports 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 two years of related experience in administration and project management in a fast-paced environment
- A high-capacity individual who can work quickly, balancing multiple tasks, working within tight deadlines and competing priorities
- Project management, ability to plan ahead, coordinating multiple complex projects simultaneously
- Superior time-management skills and desire to work in a fast-paced, entrepreneurial environment, balancing multiple projects
- Exceptional written communication skills, including plain-language writing
- A strategic thinker with the ability to problem-solve quickly as challenges arise
- Ability to interact with multiple stakeholders, make routine decisions, and respond to inquiries with care and empathy
- High level of patience, strong conversational skills, takes a collaborative approach, enjoys working in teams with diverse members & perspectives
- Demonstrated oral communication and presentation skills with diverse audiences
- Excellent interpersonal, organizational, conflict mediation, troubleshooting, and problem-solving skills.

Must-Have Technical Skills

- Superior MS Office 365 skills, including superior MS Excel skills,
- Demonstrated ability to manage high-volume calendars and email inboxes in MS Outlook
- Ability to create professional and accessible presentations in PowerPoint
- MS TEAMS, SharePoint, Miro, Mural, Zoom, MS Forms
- Additional technical skills: data visualization skills, payroll software, and ability to pick up most software packages quickly

Job Details

- Contract Length: 13 months from April 1, 2025 – April 30, 2026
- Hours per week: 30 hours (9:00am – 4:00pm Monday – Friday with a 1-hour unpaid lunch)
- Wage: \$22/hour