Innovation Hub Communications & Operations Lead Job Opportunity

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.

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. You can learn more about our values and who we are at uoft.me/innovationhub

Communications & Operations Lead

Directly supporting the Manager, Innovation Hub, the Communications & Operations Lead takes a leadership role in all elements of communications and operational planning and supports strategic and operational planning for the Innovation Hub. The Communications & Operations Lead supports all day-to-day operations, graphic design, audiovisual storytelling, UX/UI website development, and the Innovation Hub blog; creating and carrying out training for team members, coaching Team Leads, meeting with project partners, ensuring project milestones are met, and presenting the work to partners and within the broader University of Toronto community. The Communications & Operations Lead also maintains all Innovation Hub documentation related to operations and communications, ensuring that Innovation Hub procedures and practices are user-friendly, and meet excellent standards.

Strategic Leadership:

- An active member of the core leadership team, directly working with the Manager, Innovation Projects, guiding the strategic and operational decision making at the Innovation Hub
- Works closely with the Research Lead and Project Assistant to move all Innovation Hub work forward, and provide strategic leadership
- Works hands-on with and directly manages the Graphic Design, Audiovisual Storytelling, UX/UI, and Blog Editor Teams

Communications:

- Creates all Innovation Hub communications including graphic design, websites and web projects, blogs, videography and video projects, photography and videography projects, and other audiovisual storytelling work to ensure work is completed on time with full accessibility
- Acts as the lead Graphic Designer and manages all communications strategy
- Oversees deliverables and timelines of communications-related work, including graphic design and formatting, website development, content development, and Innovation Hub events
- 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

Operations:

- Provides day-to-day operational support to the Manager and Innovation Hub teams
- Manages payroll & timesheet deadlines, ensures timesheets are collected in a timely manner
- Leads administration of hiring processes, workflows, and timelines
- Supports new projects including calls for new projects, and project proposals

Project Management

- Oversees the creation and execution of project plans for every initiative at the Innovation Hub
- Coordinates with the senior leadership team project timelines & needs
- Updates project plans as required and communicates with all project teams regarding changes

Supporting Student Teams & Workplace Support

- Supports Leadership team members in supervising, coaching and leading their team members
- Designs role-specific training for all teams in collaboration with Team Leads
- Works with the Research Lead to manage the Innovation Hub's Process Guides and carries out day-to-day operations in line with Innovation Hub operational standards
- Supports Team Leads in supervising their work-study team members
- Organizes and leads community and/or partner events or initiatives (as needed)

Events & Administration

- Supports the Research Lead in carrying out research processes, workflows, and timelines
- Develops materials outside of the scope of design thinking projects, including presentations, professional development, or conference proposals
- Takes a leadership role in planning, strategy and execution of Innovation Hub events, orientation and training

Qualifications

Required Qualifications:

- University degree or college diploma completed between 2023-2025 (U of T alumni preferred)
- Minimum 1 year of **leadership experience with diverse populations**, including team management and experience coaching team members (student leadership considered)
- Demonstrated experience in **graphic design** using Adobe Suite, a graphic design portfolio is required in the application
- A **high-capacity individual** who can balance multiple projects and work within tight deadlines - demonstrated ability to organize tasks and balance multiple competing priorities
- Exceptional writing skills, including plain-language writing, demonstrated oral communication and presentation skills with diverse audiences
- **Project management** experience, ability to manage conflicting priorities and deadlines
- **Required Technical Skills:** demonstrated graphic design skills, website management, visual media (Familiarity with Adobe Illustrator, Adobe Photoshop, InDesign, Figma, and WordPress required), Office 365 including strong MS Excel skills

You are an Ideal Candidate if you:

- Want to lead teams of students creating change at the University of Toronto
- Desire to work in a fast-paced, entrepreneurial environment balancing multiple projects
- Are a strategic thinker with a creative mind and want to work with likeminded people
- Have the ability to collaborate with multiple stakeholders, work with a team & make decisions
- Enjoy working in teams with diverse members & perspectives
- Have excellent interpersonal, organizational, conflict mediation, and problem-solving skills
- Are grounded in principles of equity, diversity & inclusivity

Internship Details

This one-year internship is designed for recent graduates who are looking to gain work experience and launch a career. During your time with the Innovation Hub, you will be challenged to apply your skills as a key leader in our work. A high level of mentoring and support is available to you as you launch your professional career.

- **Contract Length:** 1 year beginning in Spring 2025
- **Location:** U of T Student Commons – 230 College St. Toronto
- **Hours:** Monday – Friday 8:45 AM – 5:00 PM (100% in-person work)
- **Hourly Wage:** $35.81 + benefits & vacation for 37.5hr/week
    - This is a 1-year Internship that offers full benefits of a USW Staff-Appointed Position and the chance to apply as an internal candidate to U of T jobs at the end of the contract

How to Apply

Email your resume, cover letter & link to graphic design portfolio to innovationhub@utoronto.ca. In your application, please tell us more about yourself and why you feel this role and the Innovation Hub are right for you.

Deadline: Apply ASAP – applications will be reviewed on a rolling basis until filled.

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 antisemitism.