

# TMG Job Family Framework

## **Introduction:**

The Management Group (TMG) is a heterogeneous group consisting of managers with supervisory responsibility and employees without supervisory responsibility but who are exempt from unionized employee groups due to the confidential nature of the work they perform. There are many different jobs in TMG and they fall within a variety of job families.

Job families are groupings of jobs related by function and reflect a progression of related job classifications. Jobs in any given job family serve a similar purpose, require similar knowledge, skills and abilities (competencies), and are structured as a continuum of job responsibilities and accountabilities that represent a potential career path.

A job family can incorporate specialty areas. For example, the Finance job family can include specialty areas of:

- Accounting
- Budget
- Investments
- Financial Services

Utilizing a job family approach can enable greater consistency in job evaluations through its very structure which facilitates comparison of similar jobs within the same job family and in the overall job family structure.

The job family structure serves as a foundation for the development of career frameworks and maps.

**TMG Job Families Definitions:**

**Administrative Support**

Jobs in this family provide a variety of general or specialized administrative and executive support services for individuals, groups, offices, or departments. Support may include: preparation of documents or materials; organization and facilitation of meetings, events, conference calls; supervision of staff; coordination of confidential or sensitive information.

Examples of jobs in this family are:

- Executive Assistant
- Administrative Assistant
- Administrative Secretary

**Advancement, Development and Public Relations**

This job family includes jobs that focus on building, enhancing, promoting and sustaining positive relationships between internal and external constituencies; the cultivation of potential donors and supporting the donor relationship; strategic communications that promote and enhance the University's reputation, brand and goals; provide leadership and management of advancement services, alumni relations, annual giving, community and government relations, major gifts, planned giving. The University's mission is advanced through cultivating the support of donors both directly through solicitations and fundraising campaigns and indirectly through alumni engagement, alumni and professional societies, and targeted campaigns maintaining positive relationships with potential donors and the community.

Examples of jobs in this family are:

- Assistant Vice-President, Public and Government Affairs
- Director, Development
- Manager, Public Relations
- Manager, Strategic Communications

**Ancillary Services**

Jobs in this family provide direction, operational management and specialist support in a variety of ancillary and retail operations including the Bookstore, Media and Production Services, Hospitality Services, Parking Services and similar operations which support the daily needs of students, faculty and staff. Ancillary operations generate revenue to support the operations of the University through high-quality, customer-focused services.

Examples of jobs in this family are:

- Director, Athletics and Recreation
- Director, Hospitality Services
- Director, Campus Store
- Coach
- Chef
- Sales Floor Manager

**Business Development and Research Administration**

Jobs in this family provide research administration, compliance and outreach and are focused on identification of funding sources, proposal submission, contract negotiation, post-award administration, compliance review and approval, licensing, technology transfer and creation of marketable business ventures. Jobs in this family develop, facilitate, implement and administer a wide variety of research programs and initiatives, guide researchers in accessing funding from external granting agencies, support McMaster’s research community through the funding application process and helps bring awarded projects into operation. Positions that provide specialized administrative or professional support for research activities within the University and consists of specialized jobs from ROADs and MILO.

Examples of jobs in this family include:

- Executive Director, MILO
- Director, Health Research Services
- Business Development Manager
- Assistant Director, Research Contracts

**Data Management**

Jobs in this family provide leadership, advice and support for planning, policy formation and informed decision making activities at McMaster University; provide accurate, timely, and high quality data to various academic and administrative offices at McMaster and to external agencies; liaises with government and external agencies; supports and advises senior administration through the provision of effective analyses and insights based on a thorough understanding of McMaster and its external environment; leads and supports key planning activities of McMaster.

Examples of jobs in this family include:

- Statistician
- Senior Project Analyst
- Information and Data Analyst

**Education Program Administration**

Jobs in this family develop or coordinate a variety of academic and/or academic-related programs in order to further the teaching and research mission of the University and are responsible for developing, evaluating and/or overseeing curriculum program offerings, communicating program goals and benefits, managing resources and budgets, developing community partnerships and programs, managing programmatic issues.

Examples of jobs in this family include:

- Director, Education Services
- Director, Centre for Continuing Education
- Manager, Career and Cooperative Education
- Program Administrator

**Facilities**

Jobs in this family are responsible for leading and managing activities related to the design, construction, maintenance and operations of the University’s buildings and grounds in support of the following services: buildings and facilities engineering; design and construction; energy management; utilities and power plant; building and campus sustainability initiatives; building maintenance; custodial services; grounds; logistics and mail services; parking services; space planning and utilization.

Examples of jobs in this family include:

- Director, Design and Construction
- Director, Maintenance Services
- Sergeant
- Customer Service and Process Manager

**Faculty / Department Administration**

Jobs in this family plan, oversee, and administer a variety of general business and/or management functions that contribute to the effective operation of the department and/or faculties. They provide leadership of planning, finance, human resource, and space within their areas of responsibility.

Examples of jobs in this family include:

- Director, Finance and Administration
- Manager, Finance and Administration
- Administrator

**Finance**

Jobs in this family lead, manage and provide specialist services related to the University's financial operations and performance in the areas of accounting, budget, procurement, investments, reporting, and financial services.

Examples of jobs in this family include:

- Treasurer
- Director, Budgets
- Manager, Accounting and Financial Operation
- Senior Analyst
- Accountant
- Budget Assistant

**Governance and Legal Services**

Jobs in this family coordinate and facilitate the work of the Board of Governors, the Senate, and their standing and *ad hoc* committees, advising those bodies on governance, policy, and process, administration of Freedom of Information and Protection of Privacy (FIPPA) related matters, and provide legal services and advice to the University.

Examples of jobs in this family include:

- University Secretary
- Corporate Counsel
- Hearings Officer and FIPPA Coordinator

**Human Resources and Human Rights**

Jobs in this family lead, manage, develop and deliver a variety of services to the University community to meet the stated people goals of building a culture and sense of engagement that facilitates the attraction and retention of faculty, professional and support staff and leaders with the talent and expertise required to deliver the academic and research strategy and administrative support at a cost that optimizes value to the University. Services provided include compensation, benefits, pensions, health and safety, Mosaic, payroll processing, compliance, collective agreement administration, employee/labour relations, collective bargaining, HR and people strategy, organizational development and effectiveness, and ensure that McMaster University is a place where all students, staff and faculty are treated equitably and respectfully in all areas of campus life.

Examples of jobs in this family include:

- Senior Manager, Organization Development
- Ombuds
- Senior Human Rights Officer
- HR Consultants and Advisors

**Information Technology**

Jobs in this family support the University’s information needs and lead the planning, development and maintaining of information systems and operations, manage and oversee functions related to network services, analysis and programming, applications systems, business systems, database administration, help desk, consulting, data processing, project management, web services, creating infrastructure, systems, strategies, programs and services that leverage technology to fulfill the mission and vision of the University.

Examples of jobs in this family include:

- Director, Enterprise Solutions and Applications
- Senior Manager, IT
- Manager, IT

**Library and Museum**

Jobs in this family include those that provide management of the University’s library and museum of art collections and operations. They provide leadership of education, exhibits and security of collections, preservation, equipment maintenance, promotion and public relations strategies, talks and tours, and preservation.

Examples of jobs in this family include:

- Director, Museum of Art
- Supervisor

**Research**

Jobs in this family provide general or specialized knowledge and support to lead and manage academic and clinical research and or lab or reactor operations and have responsibility to design, implement and evaluate various research projects or lab operations. These jobs typically require advanced knowledge of theory, research grants and funding processes, research methodology (design of a research study including qualitative and/or quantitative analysis), coordinating large scale, multi-site international research projects, partnerships with industry, advanced writing for grant proposals and research material authoring.

Examples of jobs in this family include:

- Director, Nuclear Reactor
- Lab Manager
- Research Program Manager

**Risk Management / Control**

Jobs in this family lead, develop and manage programs and activities related to audit, risk, health and safety, and regulatory compliance with University policies and regulations, assesses risk of non-compliance and recommends measures to mitigate these risks.

Examples of jobs in this family include:

- Chief Internal Auditor
- Associate Director, Health, Safety and Risk Management
- Manager, Internal Audit
- Health and Safety Specialist

**Student Services**

Jobs in this family provide leadership and management of a variety of activities supporting and enhancing the quality of student life including in areas of academic, personal and career pursuits including registration, housing, disability services, and student development.

Examples of jobs in this family include:

- University Registrar
- Director, Housing
- Manager, Disability Services
- Assistant Registrar