Constantina Caldis Roberts

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Professional Summary

With over 10 years of national and international experience in administration and management, I am excited by people-centric career opportunities within the arts, education, and the community. I have consistently demonstrated adaptability and strategic skills to lead transformative change within organizations. My expertise in people management has enabled me to build and nurture high-performing teams, fostering a collaborative and productive work environment. I excel in analytical thinking and technical proficiency, allowing me to make data-driven decisions and implement innovative solutions meeting organizational priorities, goals and deadlines.

Education

- **Certificate of Professional Management** 2024, University of Calgary, Alberta, Canada
- **Master's degree of Arts (With Distinction)** 2014, University of the Witwatersrand, Johannesburg, South Africa
- **Bachelor Degree of Music** 2004, University of the Witwatersrand, Johannesburg, South Africa
- **Post Graduate Diploma in Arts** 2006, University of the Witwatersrand, Johannesburg, South Africa
- **Post Secondary Diploma in Sound Engineering** 2009, Academy of Sound Engineering, South Africa

Experience

Academic Program Specialist *Oct 2020 – Current*
University of Calgary, Faculty of Arts, Department of Art and Art History / School of Creative and Performing Arts, Calgary, Alberta, Canada

- **Leadership & Team building:** Provide and support training and onboarding for new team members. Lead change through the development and support of resilient, competent and engaged staff.
- **Strategic Planning:** Design, create and collaborate on process documents, policies and procedures to support administrative staff turnover and ease of onboarding initiatives for new colleagues.
- **Scheduling & Timetabling:** Schedule and program timetables, considering student course alignment, Faculty teaching loads and venue allocation. Support the new scheduling software, user-testing and implementation.
- **Administrative Advising:** Manage and support leadership and faculty members with all course-related administration, scheduling, enrollment monitoring, examinations, sessional postings and CARC updates.
- **Community Engagement:** Facilitate community engagement for internal/external events. Support and co-ordinate SCPA-related University Theatre Services events as required.
- **Communications:** Support communication planning, website updates, content editing.

Education and Public Programs Coordinator *Jan 2017 – Apr 2020 (3+ years)*
Studio Bell: National Music Centre, Calgary, Alberta, Canada

- **Event Management:** Managed and delivered tours, performances and educational programs
- **Meeting Coordination:** Coordinated staff meetings and team building improvement events.
- **Team Management:** Managed and coordinated +8 educators' and school programming schedules.
- **Cross-Department Collaboration:** Collaborated on community engagement events.
- **Performance Metrics:** Conducted surveys and reported statistics via qualitative and quantitative data.

Registrar (Manager) *Aug 2006 – Oct 2016 (10+years)*
Academy of Sound Engineering, Johannesburg, South Africa

- **Academic Advising:** Oversaw 6 music instructors, created schedules and developed course materials. Provided onboarding and training. Provided academic support to students, including advising, student registration, records management and academic progression strategies.
- **Leadership & Supervision:** Oversaw 4 administrative staff. Developed robust documentation and training programs to guide, support and streamline student services.
- **Strategic Planning:** Served on the Academic Executive Board providing insights for organizational decision-making, resources, budgets and development plans towards the organisation's strategic goals.
- **Communication:** Acted as a liaison between students, faculty, and administration teams.
- **Compliance & Quality Assurance:** Made important decisions regarding student enrollment, course offerings, and compliance with academic regulations according to educational boards, and their policies. Ensured quality assurance for both internal and external stakeholders.
- **Human Resource management:** Engaged in annual performance reviews, hiring, mentoring, coaching and support of training and professional development opportunities. Supported disciplinary hearings.

Business Analyst *July 2020 – Oct 2020 (4 months)- fully remote*
Australian Guild of Music, Victoria, Melbourne, Australia

- I used the Citrix software platform to adjudicate the UNLOCK'D Music Composition Competition. Developed and managed Recognition of Prior Learning (RPL) digital application which collected data for various initiatives.

Piano & Music Instructor / Administrator *Jan 2002 – Dec 2017 (15+ years)*
Self-employed in both Johannesburg, South Africa and Calgary, Alberta, Canada

- I managed financial and administrative tasks, coordinated staff recruitment and schedules, provided classical piano and music theory training including examination preparation, and conducted annual student concerts.

Music Enrichment Workshop (MEWS) Coordinator and Lecturer *Jan 2004 – Dec 2007 (3+years)*
The University of the Witwatersrand, Johannesburg, South Africa

- I managed music outreach programs for underprivileged individuals, recruited music lecturers, maintained finances, and coordinated annual concerts along with scheduling weekly lessons.

Volunteer & Community experience

- **Member**: Faculty of Arts, Equity, Diversity and Inclusion Committee
- **AUPE representative**: Faculty of Arts Council Committee
- **Vice-President:** Friends of Somerset School Foundation
- **Director-At-Large:** Somerset/Bridlewood Community Association
- **Gallery Attendant:** Studio Bell, Home of the National Music Centre
- **Academic Executive Board Member:** Academy of Sound Engineering
- **Administrative Assistant:** Composers Association of South Africa (CASA)

Technical and Software Skills

- Microsoft Office suite, Apple office suite, Adobe Acrobat, SharePoint, Qualtrics, Doodle Poll
- PowerBI, PeopleSoft Student Administration, D2L (Desire to Learn), Moodle, Drupel, Canva
- **Proficient in additional platforms beyond those listed**

References provided upon request