

Job Description

Job Title:	Faculty Relations Manager (Engineering & Environment)
Department:	Student Success Office
Reports To:	Associate Director, Student Transition and Learning Services
Jobs Reporting:	None
Salary Grade:	USG 10
Effective Date:	September 2019

Primary Purpose

The Faculty Relations Manager is responsible for building a strong partnership between the Student Success Office and their respective Faculties. This includes working with Faculty and SSO leadership teams to determine mutually agreed upon priorities for enhancing student success and setting and meeting regular and agreed upon goals and objectives. The Faculty Relations Manager acts a single point of contact for the Faculty to create opportunities for strategic and value added collaboration with the goal of creating a campus culture where students, faculty and staff are engaged in enabling, supporting, and celebrating student success.

Key Accountabilities

Strategic Direction

- Serves as the primary 'face' and liaison to Faculty for the SSO
- Receives direction and goals from the Faculty and SSO and works to align support, expertise and resources between the SSO and campus partners. This includes but is not limited to communications, new student transition, international student experience and exchange, student development, and academic success.
- Ensures the initiatives and direction of the SSO are meeting the unique needs of each Faculty and are in line with Faculty and the University's strategic plans
- Connects programs and services offered by SSO and partners to the Faculty to support the unique needs of its students in terms of retention, engagement, development and overall student success
- Establishes key performance indicators and processes to measure achievement in all areas of responsibility including setting strategic priorities with each Faculty and providing regular progress updates and reports to key stakeholders

Relationship Building

- Serves as a conduit of information between the Faculty, the SSO and other campus partners as appropriate
- Engages in meaningful conversations about factors that contribute to student success with key stakeholders within the Faculty
- Fosters an open and transparent dialogue with Faculty partners and creates conditions for highly collaborative and collegial working relationships
- Represents SSO at all relevant Faculty and department wide meetings

Leadership and Connections

- Provides primary leadership for the development of a Faculty student success strategy in the SSO
- Acquires a solid understanding of the Faculty's goals and priorities as it relates to enhancing student success. An intimate knowledge of Faculty specific strategic plans and the University's strategic plan is essential

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- Works closely with subject matter experts, and area managers to ensure appropriate information related to retention and factors that contribute to student success are available to Faculty partners
- Assists in the creation and implementation of the SSO strategic plan

Project & Initiative Development

- Works in close partnership with Academic Development Specialists to provide targeted interventions, programs and initiatives
- Leverages resources and knowledge in the SSO and with campus partners to enhance the design Faculty specific initiatives (i.e. course specific interventions, internationalization opportunities etc.)

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University degree required; Master's or equivalent in a related field (e.g., Leadership, Higher Education, Student Services) strongly preferred.

Experience

- 5 years of related experience, including experience in client management, experience working in an academic setting, and experience working with faculty-level administration.
- 5 years of experience managing complex, large scale projects that have multiple stakeholders. This includes demonstrated experience with projects where they were not the subject matter expert, included missing or ever changing information, as well as projects that had to change direction during the process.
- Experience supporting the creation and implementation of a strategic plan including a proven track record of leveraging Faculty-specific strategic plans and the University strategic plan to inform the direction

Knowledge/Skills/Abilities

- Proven influencing and teamwork skills, including a demonstrated ability to mobilize people who don't report to them
- Demonstrated ability to communicate clearly, work collaboratively, build consensus and be sensitive to the needs and interests of various stakeholders, both within the department and across the institution
- Knowledgeable and up to date on the needs of University of Waterloo students particularly within their respective Faculties but also in respect to priority populations include first-year students, transfer, exchange, graduate and international students
- Knowledgeable and up to date on best practices at other institutions, current trends, and forecasting future developments in student success, student engagement and retention and student development theory

Nature and Scope

- **Contacts:** The Manager will be required to lead teams of SSO co-workers, Faculty and campus partners in developing strategies and initiatives while leveraging the knowledge and experience of all stakeholders.
- **Level of Responsibility:** The Manager does not have any direct reports. However; he/she does fill a strategic leadership role within the SSO in terms of developing department wide strategies and initiatives. Staff in the SSO will look to the Manager for direction on appropriate courses of action for

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his/her respective Faculties. He/she is responsible for building collaboration and consensus with internal and external partners.

- **Decision-Making Authority:** The Manager will make decisions in collaboration with others about the strategic priorities of action to solve problem and to exert a positive influence on other stakeholders on behalf of the SSO.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within a fast-paced service oriented office environment; extensive periods of sitting and concentrated use of visual senses. Requires close attention to detail, thoroughness, and accuracy.
- **Working Environment:** Office space within the SSO and within the Faculty as appropriate. Located in a comfortable indoor area, although location can change. Minimal exposure to disagreeable conditions.