

Job Description

Job Title:	Associate Director, Student Opportunities and Engagement
Department:	School of Accounting and Finance
Reports To:	Deputy Director, Programs/Student Experience
Jobs Reporting:	Manager, Co-op and Work-Integrated Learning Initiatives Community Engagement Coach Administrative Coordinator and Academic Advisor, Undergraduate Studies Contractual staff and co-operative education students as necessary
Salary Grade:	USG 12
Effective Date:	February 2021

Primary Purpose

The Associate Director, Student Opportunities and Engagement works to integrate the School's program-level strategy into the student experience by setting goals/priorities/activities for the Student Opportunities and Engagement (SOE) Team and by providing overall leadership for the Team. The position is also responsible for measuring the effectiveness of services and programming as it relates to the achievement of student learning outcomes, student success, engagement and satisfaction.

The SOE Team:

- encourages student engagement in their learning and as 'citizens' of the SAF community;
- supports student academic success/progression
- advances student knowledge and skills through integrative extra-curricular programming outside of the classroom, and through co-op and other work-integrated learning opportunities;
- develops student self-awareness as future professionals;
- helps students to identify and act upon their specialized interests in a broad and changing profession;

The SOE Team serves approximately 2000 students in the School's primary and co-administered undergraduate programs and the Master of Accounting program. The Associate Director, Student Opportunities and Engagement is also responsible for providing service to the Master of Taxation program.

The SOE Team is accountable for maintaining an opportunity-rich environment. Opportunities include: student Personalized Development Plans, mandatory co-op, for-credit (non-co-op) work-integrated learning opportunities, internal/external case competitions and conferences, awareness about professional credentialing, student community engagement, volunteerism, peer-to-peer and alumni mentorship etc. The SOE Team is also responsible for programming and advising related to student academic success and progression. This includes course enrollment, academic coaching and advising, remedial/recovery programming, and support for students' overall health and well-being.

Key Accountabilities

Manage the ongoing development of an opportunity-rich environment for students:

- Lead the ongoing development of the School's vision for co-op together with Co-op and Experiential Education staff and the School's program Director's. This includes:
 - the integration of co-op as part of the pedagogical framework for the School's multi-disciplinary programs;

Job Description



- ensuring that the co-op job supply is sufficient for students to achieve program-level learning outcomes (and lending expertise and assistance to strategic job development priorities)
 - training/educating CEE Account Management and Student Advising staff and curate resources to help them develop high-quality co-op jobs for SAF students;
 - providing guidance and oversight for the development of co/extra-curricular programming for students aimed to help them become aware of professional pathways in accounting and finance and evaluating/navigating co-op opportunities;
 - integrating the School's programming and advising processes to align with and leverage those of CEE and WatPD.
- Manage and support the Manager, Co-op and Work-Integrated learning in developing plans and activities aimed at achieving strategic priorities associated with the vision for co-op.
 - Manage and support the Manager, Co-op and Work-Integrated Learning with the development and implementation of a program of for-credit (non-co-op) work-integrated learning opportunities for students. This includes defining the program structure, determining learning streams, parameters for faculty oversight, opportunity assessment and approval framework etc.
 - Lead the ongoing development and coordination of the School's vision for SAF community-based learning opportunities for students. This includes the ongoing refinement of learning outcomes for extra/co-curricular programming in the areas of *academic support/progression, co-op/career planning, community engagement and health* within the undergraduate student experience.
 - Manage and support the Community Engagement Coach in developing plans and activities aimed at achieving strategic priorities associated with the vision for SAF community-based learning. This includes opportunities such as: extra/co-curricular programming, milestone celebrations, SAF Crews, team-based learning initiatives, peer-to-peer mentoring, alumni-student mentoring etc.
 - Manage and support the Community Engagement Coach in integrating SAF students within the broader uWaterloo community and in some cases the coordinating programming with others on campus. This includes opportunities/engagement with: the Waterloo Undergraduate Student Association (formerly FEDS), Concept (formerly Velocity), the Living-Learning Community (LLC), Student Success Office (SSO) etc.
 - Manage priorities and processes associated with student participation in internal/external case competitions and conferences. This includes: managing all aspects of the Conference Subsidy Program, coordination of student training by faculty, working with student groups to organize cases/conferences. etc.
 - Lead the ongoing development of priorities related to the School's effort to support students' academic transition to university and their success and progression at SAF. This includes all matters related to academic coaching and advising, 1-1 advising capacity development, coordinating learning workshops, resource creation, student-to-student peer learning support programming, core course enrollment etc.
 - Manage and support the Administrative Coordinator and Academic Advisor Undergraduate Studies in developing processes and plans to meet priorities and in carrying out regular administrative and advising duties.
 - Ensure that the School's Academic Advising activities are consistent and align with those of the Faculty of Arts and the University of Waterloo while meeting the unique needs of SAF students.
 - Collaborate with SAF faculty on the development and delivery of remedial programming such as the early identification of those in need, the Qualifying Program for Progression, the Support for Academic Success program.

Promote, monitor and report on student engagement, satisfaction, success and progression:

- Develop the measures, metrics and data collection necessary to:
 - Assess and compare SAF student engagement relative to those in other uWaterloo programs and other accounting/finance/business programs in Canada;
 - Assess and compare student satisfaction relative to those in other uWaterloo programs and other accounting/finance/business programs in Canada;
 - Assess student preparedness for co-op and career entry;
 - Report on student academic and on-the-job success;
 - Assess and track student transition and progression;

Job Description



- Assess the extent to which students are achieving program-level learning outcomes.

Provide administrative and decision support to faculty:

- Use data about student engagement, satisfaction, success and progression to:
 - Report on the effectiveness of in/out-of-class student programing.
 - Identify trends and opportunities for enhancement of the student experience.
 - Improve co/extra-curricular programing at SAF in the areas of *academic support/progression, co-op/career planning, community engagement and health*.
 - Improve processes and procedures to better serve students.
 - Make recommendations about faculty policy development.
 - Provide information to support decision-making, program reviews, program/course content design 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

- Undergraduate degree is required. Master's degree preferred. Areas of applicable study include: accounting, finance, business, organizational behaviour/human resources management, leadership, post-secondary or adult education.

Experience

- Minimum of 10 years of combined program/initiative management experience in either or both of:
 - a post-secondary school academic unit or career centre with exposure to student-facing program development and management, student advising, job development, experiential learning etc.
 - a corporate human resources department in a leadership capacity and responsible for employee training, development, retention, engagement etc.
- Coaching, supporting and developing staff.

Knowledge

- In-depth knowledge of the employment landscape for accounting and finance professionals, including public accounting, financial services, corporate/public finance, general business and consulting etc.
- Must be familiar with University of Waterloo processes, policies and procedures, specifically those related to student-facing support such as: co-op, academic advising, faculty academic policies, student privacy, counseling services, student health and well-being, student success, information/data collection management etc.
- Must be familiar with experiential learning theory and how this translates into the development of an opportunity-rich learning environment for students in professional programs of study.
- Knowledge of post-secondary business education offerings, co-op education and experiential/work-integrated learning in Ontario/Canada is essential.
- Knowledge of data collection, program assessment, student engagement/satisfaction survey methodologies.

Skills/Abilities

- A manager who prefers to support and empower staff to identify opportunities and develop solutions to make things better for students.
- A team-player who is naturally oriented toward work in a team and equipped with the interpersonal skills and EQ to be an effective teammate.
- An entrepreneurially-minded individual who seeks out opportunities, can sell win-win ideas, gain consensus, and move projects forward in settings with varied stakeholder interests.

Job Description



- A collaborator who can develop productive internal/external relationships.
- A decision-maker who uses data to inform actions and choices.
- A flexible project leader capable of managing initiatives that can often shift or change.
- A competitive player with a winning attitude who continuously strives to help the School maintain a position of excellence in student programming and experience.

Nature and Scope

- **Contacts:** This position works with internal stakeholders to develop priorities and administer programming. These stakeholders include: School management and program leaders, Arts Undergraduate Office, SAF/uWaterloo Advancement, Co-op and Experiential Education (CEE), the Centre for Teaching Excellence (CTE). This position works with many external stakeholders, primarily to source opportunities, inform programming decisions and assess program effectiveness. These stakeholders include: managers and people of influence in the accounting/financial services/business, SAF alumni, professional associations, vendors.
- **Level of Responsibility:** The position represents the School to alumni, employers, managers at professional associations, CPA/CFA. He/she makes decisions about the use of resources, priorities, and how time is spent to achieve goals (including oversight of budget allocation). The role involved hiring, training and managing SOE Team staff.
- **Decision-Making Authority:** This position makes decisions about how resources are allocated for extra/co-curricular programming and on complex and non-routine issues involving students. The position makes decisions about staff priorities and duties. This position is also responsible for budget oversight for all areas of extra/co-curricular programming pertaining to *academic support/progression, co-op/career planning, community engagement and health*.
- **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in slight fatigue, strain or risk of injury.
- **Working Environment:** This role involves minimal psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. It may involve travel, unusual hours and/or high volumes and multiple and/or tight deadlines beyond one's control (i.e. due to term by term fluctuations) and constant interruptions.