

Job Description

Job Title:	Global Governance Program and Partnerships Manager
Department:	Global Governance/Political Science
Reports To:	Director(s) of the Global Governance Programs
Jobs Reporting:	N/A
Salary Grade:	USG 10
Effective Date:	January 2019

Primary Purpose

Reporting to the Director(s) of Global Governance Programs (MAGG/PhD) at the University of Waterloo, the Global Governance Program and Partnerships Manager supports and promotes the Global Governance Graduate Programs in the Balsillie School of International Affairs (BSIA). The incumbent represents the University of Waterloo and Global Governance Programs nationally and internationally through responsibility for non-academic programming, student recruitment, and liaison with other administrative units at the University, the Centre for International Governance Innovation, and the relevant academic units at Wilfrid Laurier University. S/he oversees the daily activities of a half-time staff member, and authorizes expenditures on the program budget. In collaboration with the program directors, the Global Governance Program and Partnerships Manager plays an active role in cyclical review and quality assurance processes, initiates and manages academic and non-academic partnerships, secures national and international internship placements for students, and performs other functions as required to support and promote the teaching, learning and research missions of the Global Governance Graduate programs.

Key Accountabilities

Strategic Direction and Leadership

- Provides advice to Program Director(s) on the development, direction and evolution of the Global Governance Programs, as well as to the Director of the BSIA on matters affecting the global governance programs, including strategic partnerships.
- Devotes approximately twenty percent of time to activities at the BSIA that contribute to the success of the Global Governance Programs.
- Serves as Director's delegate and may be called upon to give presentations regarding the Global Governance Programs, and the BSIA..
- Develops and oversees the delivery of large-scale conferences, workshops, seminar series, and visiting speakers, and other speaker series as appropriate.
- Works with faculty members and co-ordinating committees to develop themes and scope for events, to identify/contact potential speakers of international caliber and to identify sources of funding; negotiate terms; (including budget and oversight of arrangements for travel, accommodations, room bookings, etc.)
- Assists with recruitment of postdoctoral fellows and visiting scholars; facilitates logistical arrangements and networking opportunities for these guests.
- Leads and coordinates the professional development programming for PhD and Masters students, including the PhD Non-Academic Professionalization program, and the BSIA Graduate Fellowship program.
- Leads and coordinates programming designed to assist graduate students secure external scholarships and funding, including non-Tri-Council funding opportunities.

- Active role in all processes relating to Cyclical Review and Quality Assurance, including coordinating the required materials and preparing for the internal and external program appraisals.
- Establishes/maintains strong working relationships with groups that may need information about the programs and/or be able to provide assistance, collaboration, and guidance to program delivery and student support.

Communications, External/Public Relations and Partnerships

- Represents the University of Waterloo and Global Governance Programs internationally through the programming development responsibilities outlined above.
- Designs and delivers an effective orientation to the administrative and academic aspects of the Global Governance Programs.
- Supports prospective students through the admissions application process.
- Designs and delivers an effective orientation to the administrative and academic aspects of the Global Governance Programs.
- Initiates and negotiates opportunities for study abroad and exchange opportunities for graduate students and faculty; works with the Director in developing and administering approved programs.
- Undertakes international and domestic student recruitment via print/electronic media; communicates with prospective applicants, and supports prospective students through the application process, ensuring the strongest possible applicant pool for the graduate programs.
- Provides public relations and international promotion of the Global Governance Programs worldwide; assists with maintenance of a website to inform about the Global Governance Graduate Programs; liaises with UW's Communications and Public Affairs department to publicize the programs' activities.
- Contributes to the development of promotional material for student recruitment.
- Maintains strong working relationships with other domestic partners including the Centre for International Governance Innovation (CIGI) and associated academic programs at UW and Wilfrid Laurier University.
- In collaboration with the Waterloo International Office and the Directors of the Global Governance Programs and the BSIA, initiates, negotiates and manages partnership opportunities that advance the University of Waterloo's strategic goals, specifically its internationalization and experiential learning goals.
- Liaises with Government of Canada agencies on behalf of the Global Governance Programs and the BSIA.
- In collaboration with the Arts Advancement Office, assists with stewardship of donors and potential donors to the Global Governance Programs.

Employer Relations and Student Employment Readiness

- Secures high-quality national and international internship opportunities for students in the MA Global Governance Program in government, the non-profit sector, and industry.
- Serves as the principal program contact for Global Governance students (prospective, current, and alumni) and external stakeholders.
- Provides key support and academic advising services to enhance student academic success, satisfaction, and employment opportunities.

Administrative and Financial Management

- Provides daily supervision of the Global Governance Program Assistant (shared FTE position with Graduate Program Assistant for Political Science);
- Manages the BSIA student support budget (approximately \$75,000).
- Maintains administrative responsibilities related to allocation of student financial support (in conjunction with the Director and Admissions Committee).

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**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

<p>Education</p> <ul style="list-style-type: none"> • A Masters degree in Political Science, History, Economics or related discipline.
<p>Experience</p> <ul style="list-style-type: none"> • Must have experience with graduate policies and procedures, especially as they relate to admissions and academic matters • Experience assisting with providing support to the daily operations of professional graduate programs • Experience responding to student inquiries and escalating to the appropriate individual • Experience providing customer service to students and acting as the first point of contact for inquiries • Experience with graduate student advising • Experience in career advising, and securing internship placements for graduate students • Experience establishing and managing university partnerships • Demonstrated experience interacting with senior administration both within the University and external to UW
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none"> • Demonstrated ability to take initiative and work independently and as a team member in a fast paced, challenging environment • Ability to anticipate challenges and take the initiative to rectify situations before they become problems • Demonstrated organizational skills with the ability to prioritize work and to complete a high volume of work accurately and with close attention to detail • Demonstrated judgment, tact, and diplomacy • Extensive knowledge of the field of Global Governance, • Extensive knowledge of Global Governance MA and PhD programs and all policies and procedures related to the graduate programs and partnerships. • The person must maintain a high level of professionalism and knowledge to handle the volume and complexities of inquiries, along with excellent organizational skills and the ability to prioritize, handle multiple assignments and deadlines • Extensive knowledge of the University, highly developed strategic, analytical and communication skills, and a high degree of political acumen and interpersonal skill to nurture relationships with a range of stakeholders across the university • Knowledge of UW specific software (OnBase, LEARN, Quest) is preferred • This position includes excellent in-person, telephone, written and/or e-mail communication • This role may require some travel along with evening and weekend hours on occasion

Nature and Scope

- **Contacts:** This position interacts with a wide range of internal and external contacts. Internal contacts including, faculty, staff and students. External contacts include faculty and staff from partner institutions, external stakeholders from partner organizations, and perspective students.

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- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment; periods of extensive sitting and concentrated use of visual senses.
- **Working Environment:** A professional office environment. Generally, regular working hours with some evening/weekend work required. Some travel and evening or weekend hours may be required for recruitment and special events.