

Job Description

Job Title:	Associate Director, Student Transition & Learning Services
Department:	Student Success Office
Reports To:	Director, Student Success
Jobs Reporting:	Faculty Relations Manager, Cross Campus Advising Specialist, Manager, Student Experience, Manager, International Student Experience, Senior Academic Development Specialist
Salary Grade:	USG 13
Effective Date:	January 2021

Primary Purpose

The Associate Director is accountable to the Director, Student Success for institution wide strategic leadership and management of comprehensive, intentional, and strategic programs, services and initiatives designed to support student success for all students. This includes providing strategic oversight and direction for the successful transition of new students into the university as well as responsibility for students ongoing academic, personal, and overall life skills development. Strategic oversight is for both front facing programs for students (e.g.: Orientation programs, Peer Mentorship Training and Development) as well as cross campus strategic initiatives (e.g. Cross Campus Advising strategy) designed to support faculty/staff who support student success. The Associate Director is a part of the senior leadership team and works closely with the Associate Director, Integrated Communications and the Director, Student Success to ensure campus, faculty partners, academic support units and student leaders are actively engaged and involved in all student success initiatives.

Key Accountabilities

Relationship Building

- Responsible for developing and maintaining strong working relationships with faculties, student services, academic support units and student governments at both the graduate and undergraduate levels with the goal of leading and or facilitating the coordination and integration of student success strategies including student transition, student learning and development.
- Responsible for coordinating and maintaining effective communities of practice relating to student transition, student learning and development and overall student success.
- Serves as a strategic liaison with partners across campus to enhance student success – particularly as it relates to faculty specific success strategies, student transition, student learning and development initiatives and support for priority populations (at risk students, international students).
- Develops an effective network of relationships with members of the university's senior administration and senior student experience staff across campus. Political acumen is critical.

Provides overall leadership and strategic direction to the Student Experience team, Academic Development/Learning Services and Faculty Relations teams as well as the Cross Campus Advising Specialist

- Exceptional leadership and management of staff including hiring, staff performance management, professional development, salary administration, priority setting, strategic planning and ensuring the effective delivery and assessment of services.
- Provides leadership for the department's strategic planning, policy development, financial administration, and resource allocation in conjunction with the senior leadership team.
- Oversees the Student Experience and Academic Development budgets.

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- Provides strategies, management, structure and process for the assessment, planning and provision of services, programs and initiatives that support the overall student experience – specifically in terms of a successful transition into the university and ensuring an ongoing effective and successful learning experience for all students.
- Establishes objectives and performance expectations in alignment with the overall objectives and direction of the Student Success Office and strategically plans for continuous improvement.
- Plays a lead role in supporting and advocating for a holistic approach to student success and works towards bridging the student experiences inside and outside of the classroom and across portfolios and units.
- Leads the development of a strategic enrollment management approach to the successful transition and experience of all students and works towards the coordination of central and faculty specific student success strategies that focus on ongoing student learning and development.

Student Engagement Success and Retention

- Strong understanding of student learning and development theory and ability to put theory into practice in terms of strategy development.
- Provides strategic direction to managers in the development of their own strategies and initiatives and planning processes.
- Uses best practices, student data, current research, and the student voice to lead the design of intentional, proactive and responsive programs, services and resources that are in line with the needs of our students and faculty partners. Particular attention is paid to priority populations.
- In-depth understanding of the role that learning support programs and transition programs play in the retention of students.
- Ensures that the initiatives developed by the Student Success Office have the highest potential to ensure student success for a diverse group of students including priority populations (e.g. international students, at risk students)
- Ensures that staff are engaging with and understanding the experiences of students belonging to marginalized communities (e.g. first-generation students, LGBTQ+ students, racialized students, and more), strengthening the ability for the SSO to better serve our diverse populations.

Provides leadership and support for the SSO's strategic planning, policy development, financial administration, and resources allocation in conjunction with the senior leadership team.

- Assists in the overall management of the Student Success Office by participating in the decision-making processes of the other units reporting to the Director, Student Success Office and of other appropriate management bodies of the university.
- Provides advice and input to the Director, Student Success Office in regard to the overall expenditures and maintenance of the SSO budget and input on reporting of the SSO budget expenditures to the SSAC committee.
- In the absence of the Director, SSO and other senior management, acts on their behalf to oversee and run the SSO team and provide direction with respect to project and team member responsibilities.

**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

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Education

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

Experience

- Minimum of 5-10 years of progressive experience in a people management and leadership role, including a track record of performance management with direct reports, preferably in a Higher Education environment.
- Proven ability to think strategically and exercise political savvy.
- Proven influencing and teamwork skills, and the ability to lead co-workers in projects and teams.
- Experience managing/leading a large, multi-disciplined team in a student service environment.
- Experience working within academic and academic support units an asset.
- Program/project management experience is an asset.
- Proven ability to take initiative and be both creative and flexible.
- Previous strategic planning experience preferred.

Knowledge/Skills/Abilities

- Excellent communication skills both oral and written are critical.
- Excellent oral and written communication skills, solid organizational skills, and sound judgment.
- The Associate Director will be responsible for balancing multiple priorities and making key decisions that must balance competing demands.
- Teamwork skills are crucial as is consensus building, political acumen and strategic leadership.
- Demonstrated ability to work collaboratively, build consensus and be sensitive to the needs and interests of various stakeholders.
- Demonstrated ability to contribute to and thrive in a collaborative environment and to apply a positive team approach to working with internal and external colleagues.
- High degree of political acumen.
- Interpersonal and relationship skills with a range of stakeholders.
- Proven ability to take initiative and be both creative and flexible.

Nature and Scope

- **Contacts:** Internally, collaborates with Senior Management and University Administration as well as colleagues from across campus, and some interaction with students. To a lesser extent, may communicate externally with vendors, partners, families and the public (i.e. at events, etc.)
- **Level of Responsibility:** The Associate Director directly supervises: Manager, Student Experience, Manager, International Student Experience, Faculty Relations Manager, Snr Academic Development Specialist and Cross Campus Advising Specialist.
- **Decision-Making Authority:** This position has final decision-making authority for all items outlined above and he/she is expected to consult with the Director, Student Success for decision making outside of normal conditions.
- **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:** Located in a comfortable indoor area, although location can change. Minimal exposure to disagreeable conditions typical of a supervisory position, one where it is occasionally necessary to convey negative or unwelcome information to students or staff.