

Job Description

Job Title:	Manager, International Student Experience
Department:	Student Success Office
Reports To:	Associate Director, Student Transition & Learning Services
Jobs Reporting:	International Student Experience Specialist, International Student Experience Coordinator, Special Projects
Salary Grade:	10
Effective Date:	December 2020

Primary Purpose

The Manager, International Student Experience will play a key role in establishing and operationalizing strategic initiatives and direction for the Student Success Office (SSO) in the leadership, management and coordination of programs and initiatives that shape an engaging and supportive experience for all international students. This includes orientation and transition supports for new students, ongoing development and delivery of programs designed to support international students and providing consultation and expertise to staff, faculty and community partners as it pertains to understanding and responding to the unique needs of our international student population. The Manager will be expected to ensure integration and coordination of any new programs and services with those currently offered by the SSO and campus and Faculty partners. This includes working closely with staff across the SSO and staff/faculty across campus.

A priority for this position will be leading the SSO in providing exceptional support to new and returning international students during COVID-19 as travel restrictions continue to evolve. This includes providing strategic oversight and serving as the Project Lead for the implementation of our International Student Readiness and Arrival Plan.

Key Accountabilities

Exceptional Leadership and Management

- Provides strong leadership and direction to all direct reports including setting clear and reasonable goals and expectations, providing on-going feedback and establishing a strong foundation for performance through comprehensive training and on-going professional development. S/he is responsible for all human resource functions as they relate to his/her area of responsibility including recruitment, hiring, performance management, performance appraisals etc. The Manager also participates as a member of the SSO Leadership Group and provides input to the strategic plans for the department.

Research and Strategic Direction

- Informed by best practices, current research, student data, program evaluation and student feedback, the Manager leads the strategic development, delivery, communication and assessment of programs and initiatives for international students as part of an overall strategy to promote student success, retention and a positive student experience. This includes the identification of barriers for international students, and the collaborative development of initiatives to mitigate those barriers.
- The Manager will work closely with others in the SSO, faculties and across campus to coordinate and implement specific initiatives for targeted groups (e.g. by faculty, by geographic home).

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Desirable outcomes include successful international student transition, engagement, participation, retention, progression, graduation, satisfaction and ultimately engagement as an alumni.

- Responsible for creation and implementation of strategic plan for the International Student Experience portfolio so that it complements and supports the SSO Strategic plan, the University of Waterloo strategic plan and Faculty-specific strategic plans

Relationships, collaboration and integrated program/service planning and implementation

- The Manager will work closely with other areas within the SSO and across campus to ensure coordination of efforts and identification of opportunities for collaboration. The Manager will chair and/or participate in groups or committees as appropriate, and work closely with other departments and student organizations to ensure the best possible support and experience for new and current international students (i.e. University Colleges, Campus Wellness, AccessAbility Services, Campus Housing, Athletics and Recreation, Registrar's Office, Graduate Studies and Postdoctoral Affairs, Waterloo Undergraduate Students Association, Graduate Students Association). This includes the identification of barriers for student participation and a positive international student experience, and the development of initiatives to mitigate those barriers. The Manager will proactively establish and maintain productive and positive relationships with all partners on and off campus.
- The Manager will serve as a subject matter expert and provide consultation as appropriate to senior leadership as it pertains to understanding and responding to the needs of international students.

Evaluation and reporting

- The Manager is responsible for implementing a strong culture of assessment and continuous improvement to ensure that Waterloo is offering the best possible experiences for international students. The Manager will ensure accurate data collection, management and reporting on a termly and annual basis and ensure that evidence-based decision making is a critical part of new program/service development and continuous improvement efforts.
- The Manager will also be responsible for developing and managing the budget to support activities in their areas of responsibility.

**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

- Bachelor's degree, or equivalent combination of education and experience. Master's or equivalent in a related field (i.e. education, intercultural learning and education) strongly preferred.

Experience

- Significant experience managing/leading a team in a student service/post-secondary environment; experience with program development and implementation required.
- Demonstrated strategic thinker with successful experience designing programs and supports for international students. Preference will be given to candidates with 5+ years experience working with international students.
- Demonstrated success working collaboratively in a diverse and fast-paced environment with the ability to influence and drive new initiatives and continuous improvement with various stakeholders.
- 2+ years of experience managing/leading professional staff within a student service required

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- Experience developing, delivery and evaluating large scale student experience/student success strategies at post-secondary institutions strongly preferred.
- Program/project management experience preferred.
- Proven ability to take initiative and be both creative and flexible.
- 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 colleagues.
- Demonstrated ability to use and interpret data to make decisions and communicate results effectively to various stakeholders.

Knowledge/Skills/Abilities

- Demonstrated knowledge and understanding of international students, specifically their unique needs and challenges and barriers to success.
- Leverages a continuous improvement mindset with a demonstrated ability to work effectively with others, as both a team player and a team leader
- Advanced: MS Office suite of products (Word, Excel, PowerPoint)
- Strong organizational and time management skills
- Strong communication skills – oral and written
- Demonstrated ability to use data and information to make decisions
- Awareness of and sensitivity to cultural, language, political, socio-economic, and other relevant factors in areas associated with UW's international interests.
- Beneficial: international experience and second language skills.
- Beneficial: Comprehensive understanding of University policy and procedures as they relate to students in general and international students in particular would be an asset.

Nature and Scope

- **Contacts:** This position interacts with all academic departments, support services and student representatives. The Manager serves as the primary contact as it relates to understanding the international student experience. The Manager therefore represent the SSO across campus. The Manager will be called upon frequently to be a subject matter expert on the international student experience. Strong communication skills (written and oral) are essential, including clarity, diplomacy and tact. Ability to work independently and as part of a team.
- **Level of Responsibility:** Manager level position; member of the SSO leadership group; responsible for assisting in the development of strategy and for effective implementation and operation in assigned areas of responsibility.
- **Decision-Making Authority:** The Manager is responsible for decision making in his/her area of responsibility including strategic direction for program planning, technical and systems support, budgeting, financial and human resource management.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment, periods of extensive sitting, concentrated use of visual sense and physical effort that may result in moderate fatigue, strain, or injury as a result of repetitive keyboard//mouse movement.
- **Working Environment:** Office based; intermittent work outside the normal operating hours of the institution, occasional international travel may be required.