

Job Description

Job Title:	Manager, International Relations
Department:	Waterloo International
Reports To:	Associate Director, Operations, Waterloo International
Jobs Reporting:	N/A
Salary Grade:	USG 10
Effective Date:	December 2018

Primary Purpose

Under the general direction of the Associate Director, Operations, Waterloo International and AVP, International as well as working in a team environment, the incumbent performs a broad range of activities in support of the institutional level international strategy and relationship development. The Manager, International Relations works collaboratively with senior leadership, faculties, and academic support units in the development of sustainable and strategic international relationships in a specific region.

The Manager, International Relations will proactively lead the development of international relationships with institutions, governments, and other organizations in an assigned geographical region. The incumbent will serve as an expert resource on the region, and its countries, and actively engage the UW community to facilitate meaningful partnerships in the region. In addition, the Manager, International Relations will be knowledgeable about Waterloo's engagement in the region, strengthen networks, and support faculty and staff members' collaborations in the region. The specific regional or country level engagement will vary based on University of Waterloo priorities and resources.

The role will require working some evenings and weekends. Some travel to the region, partner institutions and relevant international education conferences may be needed when determined by senior leadership as being necessary.

Key Accountabilities

Partnership Development, Implementation and Relationship Management

- Proactively develops and manages portfolio of partnerships and agreements in the specified Region(s) by planning and implementing strategies for effectively cultivating key internal and external relationships to develop institutional relations
- Builds relationships with Faculties, Academic Support Units and University Research Institutes and Centres to secure their buy-in to advance internationalization with specific regions and countries
- Monitors institutional agreements related to partnerships and linkages, including MOUs, exchanges, academic programs
- Working closely with the Manager, International Agreements, ensures timely renewal of agreements and provides analysis and assessment of renewals
- Working closely with the Manager, Safety Abroad, ensures timely notification of activities in the region, shares knowledge of region for purposes of safety assessment and coordination
- Responds to requests for information from outside the University, in consultation with the Associate Director, Operations, Waterloo International; adheres to strict standards of confidentiality with respect to development of policy or in matters of public position involving the University

- Develops and maintains a network of contacts (internal and external of institutional partners, government agencies, diaspora networks, embassies and consulates (Canadian and international)) that facilitate the execution of University international regional strategy
- Represents UW to external partners by ensuring that well-timed key meetings take place and are followed up on; manages and actively takes part in visits to UW by senior stakeholders, and manages effective lines of two-way communication with relevant colleagues across UW

Regional Strategy, Reports and Information Management

- Responsible for actively gathering and mapping UW relationships and engagement in the region and ensuring the collation and timely maintenance of regional, country, and institutional briefing notes and reports
- Conducts desk research and analysis of international higher education and internationalization trends, funding opportunities and mobility schemes as it relates to the region
- Prepares reports, briefing documents on country, institutional and regional engagement including: the political, social, economic, research and educational contexts of the Region
- Monitors and assesses the performance of international partnerships and provides recommendations on maintaining the continuity of these partnerships
- Works in collaboration with Communications on promotional materials for incoming and outgoing delegations

University-wide Resource & Coordination

- Collects and maintains up-to-date information on international activities of Faculties, Academic Support Units, Research Institutes and Centres and provides timely reports, presentations and recommendations related to activities in the region
- Plans and reports on cross-Waterloo activity in the relevant region; advising on key opportunities, trends, and risks
- Serves as a university resource on the region by developing and deepening geographical expertise
- Liaises with Faculties, Academic Support Units, Research Institutes and Centres, Senior Leadership and Institutional offices to solicit cross-institutional input into the relationship development and management process, exercising considerable interpersonal sensitivity and diplomacy
- Convenes working groups (as needed/requested) to develop a network of influencers and experts / active researchers in a region / country

Delegations Management (inbound/outbound)

- Proactively evaluates and triages incoming delegation requests, engaging relevant university stakeholders to determine suitability of UW engagement
- In consultation with AVP-I, Associate Director, Operations, WI, and relevant university stakeholders, manages high-level incoming delegations, including developing plans, agendas and briefing materials, reviewing incoming requests, developing the rationale for accepting/declining delegations and facilitating relevant correspondence
- Organizes, participates and assists in protocol activities as related to international linkages, delegations and visitors
- Develops and implements follow-up plans for incoming and outgoing institutional level delegations including: developing recommendations and critical paths for follow up in consultation with stakeholders and convene working groups to share information, and follow through on implementation
- Works with colleagues and stakeholders, developing visit strategy, objectives, and implementing work plan for senior leadership travel including rationale, coordination of meetings, correspondence, travel logistics, gifts, tactical advice, briefing materials
- Ensures quality of content and on-time delivery of all materials to participants

Required Qualifications

Education <ul style="list-style-type: none">• Bachelor's Degree (Master's degree an asset), or equivalent combination of education and experience
Experience <ul style="list-style-type: none">• 5 years of related experience in a post-secondary environment, government or international relations role• Experience in managing high level delegations and protocol in a cross-cultural context and for a wide variety of high level delegations• Experience in collating and analyzing qualitative and quantitative data and information and drafting reports, briefing materials and presentation to range of audiences including senior administrators• Experiencing in managing large datasets made up of quantitative and qualitative data; evidence of accessing such datasets in a timely and strategic manner
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Demonstrated managerial and relationship building competencies, with exceptional skills in cross-cultural understanding and communication• Knowledge of internationalization of higher education, partnership development and stakeholder engagement• Demonstrated ability to work both independently and collaboratively, build consensus, maintain confidentiality, exhibit sensitivity to the needs and interests of a variety of stakeholders, and support the functioning of a diverse team both within an individual department and across the institution• Knowledge of the University of Waterloo and its international engagement is an asset• Knowledge of one or more languages (in addition to English) is an asset• Advanced MS Word, MS Excel, PowerPoint, Access/Databases/Web-based interfaces; Student Information Systems; SharePoint• Must possess excellent web-based research, analytical, oral and written communication skills including preparing briefing materials, reports and project management• Excellent analytical skills – ability to analyze both qualitative and quantitative data and to draw valid and appropriate conclusions• The ability to convey complex information and issues concisely and clearly, and draft high-quality position papers and briefing notes• Possess information management skills – able to identify, compile, access and assess information and data effectively to deliver information as requested by a variety of internal and external stakeholders• Strong communication skills, ability to take initiative and work independently

Nature and Scope

- **Contacts:** Internally communicates with a wide range of departments including Senior Administrative Offices, Academic Support Units and Faculties to provide effective coordination and successful implementation of partnerships and relationship building. Ongoing contact with international partners, agencies and associations, and governments. Regular contact with international visitors to the University of Waterloo. Deals with sensitive and confidential information and must exercise sound judgement, tact, highest degree of integrity and diplomacy. Ability to manage multi-faceted projects with input from a wide range of stakeholders.
- **Level of Responsibility:** Manages a university wide function or process; responsible for the effective implementation of initiatives directed at the promotion, development and maintenance of international

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relationships, specifically supporting the success of outbound missions, and high-level international delegations that visit the University, thus having a direct and substantial impact on the university's reputation and the achievement of institutional internationalization, research and revenue goals.

- **Decision-Making Authority:** The position requires independent decision-making skills in regards to delegation protocols and strategic recommendations to senior administrators based on evidence. The manager is responsible for decision making in his/her area of responsibility.
- **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; and occasional international travel may be required.