

Job Description



Job Title:	Associate Director, International Relations
Department:	Waterloo International
Reports To:	Associate Vice-President, International
Jobs Reporting:	International Relations Manager – East and Southeast Asia (and Special Advisor for China); International Relations Manager – Europe; International Relations Manager – Americas, Africa, Australasia, and South & West Asia
Salary Grade:	USG 13
Effective Date:	April 2021

Primary Purpose

Together with the Associate Director, International Operations, the Associate Director, International Relations is the senior managerial lead for the Waterloo International office reporting to the Associate Vice-President, International (AVPI). In collaboration with the Faculties and Academic Support Units, Waterloo International advances the University of Waterloo's multiple international goals and in particular Strategic Plan goals. Accountable to the AVPI, the Associate Director, International Relations is responsible for overseeing the strategic development, implementation, monitoring, and continuance of international relations for the University of Waterloo.

Key Accountabilities

Leads and Manages International Relations for Waterloo International

- Oversees the successful implementation of Waterloo International's strategic plan/direction including:
 - Preparing action plans and implementing approved activities that align with the content of the strategic plan
 - Engaging with internal and external stakeholder to gain acceptance of the plan and to deliver projects
 - Tracking and reporting on the progress of implementation of the plan
 - Suggesting value-added improvements to the plan
 - Assisting the AVPI in the development of new strategic plans
- Identifies and engages strategic international partners.
- Engages with international institutions, in consultation with Waterloo International's International Relations team members to develop, maintain, and foster productive relationships.
- Provides hands-on leadership to ensure compliance with both internal policies and external legal requirements, where applicable.
- Working with internal stakeholders, prioritizes key strategic opportunities, projects and activities, ensuring alignment with the University Strategic Plan, appropriate use of resources and effective return on investment.
- Assesses new opportunities in an efficient and timely manner ensuring that appropriate efforts have been made to evaluate and document the assessment.
- Fosters and maintains strong internal relationships with key university members including but not limited to, research, exchange, co-op, alumni relations, marketing and undergraduate recruitment, graduate studies and post-doctoral affairs, in order to advance the international goals of the University.

- Responsible for building strong and productive relationships with key international university partners.
- Ensures continuous improvement by monitoring current practices, keeping aware of new trends, and recommending changes as appropriate to all areas under their direction.
- Serves as an expert resource in international etiquette and protocol providing value added advice across the University on best practice for hosting international delegates or interacting in different international cultural contexts.

Leads and Manages International Relations Team

- Directs, coordinates, and advises to ensure that the day-to-day operations of Waterloo International's International Relations team are supported effectively and efficiently.
- Hires, manages, and deploys the International Relations team to ensure achievement of Waterloo International's strategic goals in the areas under their direction.
- Ensures that all staff under their direction receive appropriate coaching, training, and opportunities for personal growth and professional development.
- Evaluates the contribution of direct reports, providing ongoing feedback and conducting Annual Performance Reviews.
- Ensures that all staff under their direction participate in the establishment of, and adherence to, strategic plans for the achievement of departmental and team objectives.
- Leads the acquisition of feedback from stakeholders regarding the effectiveness of services provided by International Relations team members.
- Appropriately delegates responsibility and allocates work among the International Relations team members.
- Ensures the creation and maintenance of a work environment that fosters, recognizes, and rewards consistent application of the Basic Principles of the University of Waterloo workplace.
- Ensures that international delegates visiting the University of Waterloo are appropriately hosted, providing cultural awareness training to the Waterloo International team and other University of Waterloo members.
- Ensures functional cross team collaboration and continuous improvement of procedures among Waterloo International teams (International Relations, International Agreements, and Safety Abroad teams).
- Responsible for ensuring that the International Relations team effectively utilizes the International Relations Management software.
- Collaboratively develops and implements office policies.
- Analyzes and measures processes to ensure delivery against targets.
- Assists with international marketing and communication efforts as they relate to international relations.

Strategic Advice and Support

- Works with the AVPI and the university community to develop, interpret, communicate and implement long-range strategic plans for Waterloo International.
- Initiates, leads and reports on strategic initiatives that will further the internationalization goals of the university as described in the University Strategic Plan and the International Strategic Direction.
- Provides advice, critical analysis, and reporting to the AVPI, senior administration and internal/external stakeholders on issues impacting the University's achievement of its international goals.
- Stays up-to-date on issues and trends in the field of international higher education.

Key Member of Waterloo International

- Manages assigned portfolios in order to provide the AVPI with appropriate information to facilitate strategic planning decisions.
- Attends meetings with international partners and potential partners with or on behalf of the AVPI to ensure that appropriate follow up occurs and that the AVPI is briefed on all issues and outcomes.
- Represents Waterloo International at international conferences.
- Periodically manages Co-operative Education students.
- Together with the Associate Director, International Operations acts as the designated senior representative for Waterloo International in the absence of AVPI.
- Other duties as assigned.

**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 in International Relations, Political Science or a related field; Graduate degree preferred.

Experience

- 7-10 years of demonstrated progressive experience, including 3-5 years at a managerial level, in a complex post-secondary service delivery environment.
- 5 years of experience working with internationally-focused teams and international relationship management.
- Excellent communication and interpersonal skills, with a deep commitment to customer service, innovative approach to problem solving and a track record for leading high-performance delivery teams defined by a culture of excellence and responsiveness.
- Proven success in diagnosing, isolating, and resolving complex issues and processes, and recommending strategies for solving problems.
- Previous experience in hiring, directing, evaluating, and developing employees.
- Demonstrated leadership experience and proven ability to engage internal and external stakeholders in building consensus in a complex environment of competing priorities.
- Experience in utilizing client relationship management information systems.

Knowledge/Skills/Abilities

- Essential: flexibility, diplomacy, sound judgment, and relations-management skills coupled with the ability to influence and motivate others and to manage crisis situations effectively.
- Essential: sound understanding of the sensitivities involved in interacting in a cross-cultural context and demonstrated comprehension of international business etiquette.
- Proven proficiency as a strategic planner, with demonstrated management skills and success in promoting and maintaining strong working relationships with international partners.
- Evidence of highly developed human resources management abilities, including hiring, directing, evaluating, and developing employees.
- Proficient in the development and implementation of business processes and procedures in a collaborative, decentralized, multi-resource environment.

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- Proven ability to effectively manage multiple priorities and exercise independent, prudent judgement.
- Intermediate Microsoft Office skills.

Nature and Scope

- **Contacts:** Internally, communicates with senior leadership, faculty, staff, and students across all areas to influence, to motivate, and to gain buy-in in order to ensure the successful implementation of Waterloo International's initiatives as they pertain to international relations. Periodically accompanies senior University of Waterloo members during international delegation visits. Externally, exercises diplomacy and demonstrates superior interpersonal skills in communicating with a wide variety of audiences, including international delegates to the University.
- **Level of Responsibility:** The Associate Director, International Relations – Waterloo International is responsible for developing and maintaining an organizational structure that reflects the University of Waterloo culture and supports its mission, vision, and values. The incumbent will provide overall direction and leadership to staff, ensuring fair performance evaluations and job classifications are conducted to meet University standards. The Associate Director, International Relations – Waterloo International promotes integrity in the workplace and provides job-related training and encouragement for staff to participate in personal and professional development on an on-going basis. They are responsible for ensuring that University of Waterloo members understand international cultural sensitivities, in particular when participating in delegation visits, so that interactions and activities reflect positively on the University's reputation.
- **Decision-Making Authority:** Makes decisions (e.g., project commitments, resource allocation, strategic implementation) at a senior level that have a significant impact on and consequences for the success of Waterloo International's initiatives, and consequently for the reputation and revenue of the university; responsible and accountable for executing Waterloo International priorities, addressing changes to plans by consulting directly with the AVP, International. Makes decisions in the absence of the AVPI.
- **Physical and Sensory Demands:** Minimal demands typical of a senior leadership position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a senior leadership position; exposure to stress and pressure associated with senior-level responsibilities. Periodic international travel and work outside normal operating hours is required.