

Job Description

Job Title:	Manager, Graduate Student and Postdoctoral Experience
Department:	Graduate Studies and Postdoctoral Affairs (GSPA)
Reports To:	Associate Director, Graduate Studies and Postdoctoral Strategic Initiatives
Jobs Reporting:	Events and Communications Specialist Graduate Student Experience Specialist Other contract, temporary, student staff, budget permitting
Salary Grade:	USG 10
Effective Date:	July 2018

Primary Purpose

The Manager, Graduate Student and Postdoctoral Experience is responsible for providing leadership and management of the University's graduate student experience portfolio, including the professional skills program. S/he manages the postdoctoral fellow experience, including professional and personal development opportunities, facilitating the recruitment of top talent to Waterloo and highlighting opportunities for a robust postdoc experience at the University of Waterloo.

The Manager ensures that development and implementation of strategies and programming model and promote a coordinated, collaborative, and intentional approach to academic and professional development for graduate students and postdocs. The incumbent works closely with senior academic administrators, staff, faculty, instructors, student support personnel, student groups, etc. and is a key resource for administrators of graduate studies and/or postdoctoral affairs. The Manager is responsible for oversight of data and research relevant to the student and postdoctoral experience at the University of Waterloo.

Key Accountabilities

Strategic Direction and Leadership

- Creates and implements a strategic plan for the development of the graduate student and postdoc experience that supports institutional priorities and goals
- Leads GSPA activities related to the graduate student and postdoctoral fellow experience portfolios, including but not limited to: graduate professional skills programming, academic, social and personal development programming for postdoctoral fellows and graduate students, marketing postdoctoral scholarship at University of Waterloo, etc.
- Provides direction and guidance on graduate student and postdoctoral experience
- Oversees alignment of GSPA and institutional priorities related to graduate student and postdoc engagement
- Represents the University of Waterloo at regional, national, and international professional meetings and conferences; including presenting key findings and new initiatives at international and national conferences
- Works with GSPA leadership to summarize and disseminate key research related to student and postdoc experiences
- Manages graduate and postdoc budget to support ongoing programming (including events, funding opportunities for special projects, swag)

<ul style="list-style-type: none"> • Acts as the back up to the Assistant Director, Graduate Communications and Postdoctoral Affairs on matters related to graduate student and postdoc experience
<p>Program Development and Administration</p> <ul style="list-style-type: none"> • Develops and leads programs, resources, and opportunities to prepare graduate students and postdoctoral scholars for successful academic and professional careers; • Creates and oversees graduate student professional skills development at University of Waterloo (including certification programs, collaborative events, and new initiatives) • Initiates and manages proposals for programming development to support a robust and positive graduate student and postdoc experience • Oversees and/or facilitates the development of graduate student and postdoc-specific resources (e.g. workshops, events) • Actively creates campus-wide programs/opportunities to create an engaged and inclusive community of graduate students and postdoctoral scholars
<p>Relationship building</p> <ul style="list-style-type: none"> • Creates relationships and liaises with campus stakeholders to identify, develop and expand graduate student and postdoc specific programming to support a vibrant experience at the University of Waterloo • Creates and facilitates on and off-campus partnerships to support and enhance graduate student and postdoctoral success both on and off-campus; • Provides opportunities for ongoing communication with campus stakeholders who support graduate students and postdocs so that they are informed on matters related to student satisfaction, career preparation, professional development, etc. • Provides expertise and advice to faculty members and senior administrators on the graduate and postdoctoral experience, including professional skills • Represents GSPA on committees, working groups and at meetings related to the graduate student or postdoc matters
<p>Research and Analysis</p> <ul style="list-style-type: none"> • Maintains current knowledge of research literature related to graduate student/postdoc experience to facilitate research-based strategic recommendations to campus stakeholders • Monitors and shares trends and best practices in student and postdoc experience nationally and internationally; presents research-based sessions to campus community as appropriate • In collaboration with campus partners, develops metrics and service standards to facilitate strategic planning and goals to support an effective graduate student and postdoc experience • Serves as a key stakeholder in the planning and implementation of institutional surveys related to the student experience (e.g. CGPSS) • Timely creation of reports, documents and projections related to student and postdoc engagement opportunities and projects
<p>Supervisory/Management</p> <ul style="list-style-type: none"> • Coaching and training employees to assure the growth and development of those individuals • Conducting regular performance reviews with direct reports and ensures adherence to the annual performance planning process • Participating in the hiring of employees, in consultation with the Assistant Director, Graduate Communications and Postdoctoral Affairs • Manages the budget for specific portfolios

**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*

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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 <ul style="list-style-type: none">• Graduate degree (Master's or PhD) or equivalent education and experience required.
Experience <ul style="list-style-type: none">• Demonstrated leadership skills and managerial experience• Demonstrated experience working collaboratively with internal and external stakeholders, at all levels and preferably within a large institution or organization• Extensive experience managing multiple projects while meeting deadlines and deliverables• Understanding of the needs of the graduate student and postdoctoral professional skills development landscape (nationally and internationally)• Previous experience with research techniques (i.e. survey development) and data analysis• Effective leadership skills to propose new initiatives and to implement improvements to current services/operations• Ability to work both independently and in a collaborative, team-based environment• Professional demeanor to respond to sensitive situations as they arise
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Ability to apply innovation, creativity and a congenially assertive approach as an advocate for graduate students and postdoctoral fellows• Superior interpersonal skills including the ability to interact using tact and diplomacy while interacting with a wide range of internal and external contacts• Excellent written and oral communication skills including superior presentation skills• Ability to negotiate, counsel and persuade• Proven strength in collaboration and relationship management• Strong research/assessment and analysis skills

Nature and Scope

- **Contacts:** Internal contacts may include: Centre for Career Action (CCA), Graduate Student Association (GSA), faculty members, Centre for Teaching Excellence (CTE), Centre for Extended Learning (CEL), Human Resources, Student Success Office (SSO), WatPD/Edge, Library and Faculty Associate Deans. External contacts may include: other universities; organizations such as Canadian Association for Graduate Studies, MITACS, Tri-Agencies, Canadian Association for Postdoctoral Administrators, Ontario Consortium for Graduate Professional Skills, Graduate Career Consortium.
- **Level of Responsibility:** Manager level position; responsible for assisting in the development of strategy and for effective implementation and operation of programs, research projects, and special events or initiatives. Responsible for managing staff and for strategic program development and delivery to help support the University's Strategic Plan themes related to graduate student and postdoc experience.
- **Decision-Making Authority:** Establishes processes and procedures related to graduate student and postdoc experience, determining best solution and/or process to align with university policies and priorities. Curriculum development - oversight for specific curricular components - building content that will support graduate student/postdoctoral professional development outcomes. Reviews and approves experiences and courses for inclusion in the graduate professional skills program. Makes recommendations to senior leadership on programming and policies related to postdoctoral affairs including analyzing, evaluating and interpreting current processes. Makes decisions that have an

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impact on and consequences for the reputation of the university and the success of graduate experience initiatives at the University of Waterloo.

- **Physical and Sensory Demands:** Extensive sitting; Confinement to a work station; Walking (to/from meetings); Concentrated and attentive use of one or more senses in creating, tabulating and analyzing data; Dealing with distractions (as part of office environment)
- **Working Environment:** Sitting at desk/computer work station. Occasional travel (conferences related to graduate and/or postdoctoral professional development). Exposure to emotionally disturbing experiences and/or interactions with people who are upset, angry. Cultural sensitivities when meeting with diverse graduate students/postdoctoral fellows, including international graduate students/postdocs. Intermittent work outside the normal operating hours of the institution may be required.