

Job Description

Job Title:	Manager, International Agreements
Department:	Waterloo International
Reports To:	Director, Waterloo International
Jobs Reporting:	Click here to enter text (please enter job titles, not incumbent names)
Salary Grade:	USG 12
Effective Date:	June, 2017

Primary Purpose

The Manager, International Agreements has a leadership role in the development and management of the University of Waterloo's international agreements, exclusive of sponsored research agreements. The Manager is responsible for the stewardship of international agreements at the University of Waterloo, including the negotiation and administration of institutional agreements. The Manager is also responsible for outreach at the University, to ensure the effective engagement and support of departments for executing selected commitments under institutional agreements.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

Stewardship of International Agreements

- The Manager has institutional responsibility for the administration of all University's international agreements with partner universities (exclusive of sponsored research agreements), government agencies, businesses, non-profit organizations, etc worldwide for student exchange and mobility, employee mobility, training programs and other initiatives.
- The Manager is the lead for tracking international agreements, for coordinating and negotiating agreements involving more than one University department, and for the collaborative development and operationalization of a strategy for student exchange, joint academic program, articulation/pathway and mobility agreements.
- The Manager engages in discussion with Waterloo International colleagues, the Office of Research, the Student Success Office, and other departments to determine partnership direction.
- Contributes to unit discussions regarding the University's strategic partnerships.
- Contributes to the development and maintenance of the University's international relationships.
- Researches and tracks trends and applies best practices regarding international agreements in higher education.
- Acts as a representative of Waterloo International and the University at selected conferences, meetings, workshops and other events related to international agreements and partnership building.
- Undertakes special projects and participates in University and external committees and working groups related to international agreements and partnership building as assigned.

Agreement Negotiation and Administration

- Works closely with international collaborators as well as Faculties, Student Success Office, Co-operative Education & Career Action, Graduate Studies Office, Registrar's Office, Office of Research, Office of Advancement, Secretariat's Office, Office of the General Counsel, President's Office, Office of the Provost and other departments across the University to draft, negotiate and finalize agreements involving more than one University department.
- Works closely with managers based in Waterloo International and the Manager, International Mobility and Intercultural Learning, based in the Student Success Office, with respect to student mobility agreements: leads in agreement architecture and partner dialogue during agreement development and review; receives strategic input from other managers in Waterloo International and operational feedback and priorities from the Manager, SSO.

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- Works closely with the Director, Global Alliances, based in the Office of Research, with respect to partnership agreements that underpin specific research agreements: leads in agreement architecture and partner dialogue during agreement development and review; gathers outcomes and commences agreement renewals and amendments.
- Operationalizes effective, efficient and coordinated processes related to agreement approval and workflow implementing a strong culture of continuous improvement.
- Develops metrics and monitors agreements and ensures accurate data collection and reporting related to agreement tracking and outcomes.
- Applies evidence-based decision making as a critical part of new agreement development, agreement renewal assessment, and continuous improvement efforts.

University Outreach

- Engages in discussion and receives input from University stakeholders regarding partner direction and initiating new agreements.
- Proactively engages with departments, including the Office of Research and the Student Success Office, to ensure terms and activities of agreements are executed with the full support and appraisal of Waterloo International.
- Collaborates and facilitates the sharing of information and cooperation among University departments involved in agreements and initiatives.
- Takes a lead client service role in Waterloo International, responding to inquiries from the University community and acts as a liaison to build and maintain strong working relationships with Faculties and other University partners including Student Success Office, Co-operative Education & Career Action, Graduate Studies Office, Registrar's Office, Office of Research, Office of Advancement.
- Develops and implements messaging to engage with the University community on internationalization initiatives and international agreements of interest and impact to departments and individuals.
- Provides accurate and timely data and information and input for briefing materials and promotional initiatives.

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education

- Bachelor's degree or equivalent combination of education and experience required. Master's degree or equivalent preferred

Experience

- Significant experience building and maintaining relations with internal and external stakeholders
- Experience in a university environment strongly preferred
- Experience working in intercultural and/or international settings
- One to three years' experience with the negotiation and maintenance of inter-institutional agreements, preferably international ones

Knowledge/Skills/Abilities

- Proven strength in collaboration and relationship management
- Superior interpersonal skills including the ability to interact using tact and diplomacy while interacting with a wide range of internal and external contacts
- Strong attention to detail and organizational abilities
- Excellent written (and editing) and oral communication skills
- Exceptional time-management skills with ability to handle competing deadlines in a fast-paced environment
- Demonstrated strategic thinker with experience designing and/or improving business processes and practices
- Ability to develop and maintain databases and effectively analyze and present information
- Multiple language skills are an asset

Nature and Scope

- **Contacts:** Works closely with contacts across the University including Faculties, Student Success Office, Co-operative Education & Career Action, Graduate Studies Office, Registrar's Office, Office of Research, Office of

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Advancement, Secretariat's Office, Office of General Counsel, President's Office, and Office of the Provost. The Manager will also interact with a wide range of contacts at different levels from universities, research centres, government agencies, businesses, and non-profit organizations worldwide

- **Level of Responsibility:** Manager level position; member of the WI leadership group; responsible for effective implementation and operation in assigned areas of responsibility. Responsibilities relate to maintaining a positive institutional reputation and relationships with external stakeholders
- **Decision-Making Authority:** The Manager is responsible for decision making in his/her area of responsibility and 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.