

Job Description



Job Title:	Cross Campus Advising Specialist
Department:	Student Success Office
Reports To:	Associate Director, Student Learning and Transition
Jobs Reporting:	None
Salary Grade:	USG 9
Effective Date:	April 2018

Primary Purpose

The Cross Campus Advising Specialist will lead the development of a cross campus academic advising strategy. The Specialist will need to be highly knowledgeable and up to date on best practices, literature and research related to academic advising strategies and initiatives. The specialist must be knowledgeable and aware of the unique nature of advising at Waterloo as it relates to both undergraduate and graduate student advising, as well as the specifics of advising within each faculty and how this impacts the student experience. He/she must be up to date on student development/student success theory and the role advising plays in enhancing student success. The specialist will need to be adept at identifying opportunities for implementation of key strategies and initiatives at the University of Waterloo and work collaboratively and strategically with key stakeholders (including faculty and staff in advising roles and students who seek advising) across campus to facilitate the successful implementation of advising strategies and initiatives as they relate to enhanced student success and engagement.

Key Accountabilities

Relationship Building

- Participates in and contributes to regular staff, department and advisor meetings as appropriate.
- Works closely with the Faculty Relationship Managers (FRM) in the SSO to understand key faculty priorities, as well as existing work/conversations that pertain to supporting advising at the faculty level. Will work closely with the FRMs to understand the key people in each faculty to connect with.
- Lead and support the ongoing development of the Community of Advisors as well as the Advisor Conference. Chair/facilitate the Academic Advisors working group and sub committees (e.g.: conference planning committee) as appropriate.
- Engages advisors, faculty, staff, students and campus partners in meaningful conversations about factors that contribute to student success, retention, student engagement and development as it relates to academic advising. This is accomplished through fostering an open and transparent dialogue and encouraging a highly collaborative and collegial relationship with all campus partners and stakeholders including students.
- Provides leadership and guidance so advisors are engaged in developing a campus wide strategy for academic advising.
- Represents SSO and the Community of Advisors at all relevant meetings.
- Consults with key stakeholders across campus to determine opportunities for supporting advisors and streamlining advising processes. This includes an in-depth understanding of the student experience as it relates to relationships with advisors, efficient processes and opportunities for streamlined and enhanced communications with advisors.

Program Development

- Develops a campus wide academic advising strategy that helps to inform and lead the best practices of advising on campus, determine potential training and support materials, and provide an overall plan that addresses some of the key areas and nuances of advising various student groups in our six faculties.
- Plans and coordinates targeted programs and strategies to enhance advising practices and the student experience through advising across campus. He/she works in close partnership with advisors and key campus and faculty partners to design, develop and implement key programs and initiatives for advisors across campus that aim to enhance the student experience with advising. This includes but is not limited to creating a comprehensive cross campus training and development program and communications plan for advisors.
- Leverages resources and knowledge in the SSO and with campus partners to use current resources and strategies effectively and efficiently.

Research

- Acquires, reviews and disseminates key Faculty specific and institution wide research related to student success, retention, student engagement and student development as it relates to academic advising– this includes but is not limited to Faculty specific and institution wide research and literature.
- Strong understanding of effective advising strategies. This is informed by research, theory and common practice.
- The Specialist will be expected to have a thorough understanding of the current experience of students with academic advising at Waterloo. This understanding should be informed by current research and a strong understanding of the student experience (informed through consultation and research). The specialist will be able to identify gaps and opportunities for enhancing the relationship between advisors and students.
- He/she will be responsible for leading the assessment of current academic advising practices including establishing assessment tools for cross campus advising initiatives in addition to opportunities where faculty specific outcomes are appropriate.

Required Qualifications

Education

- University degree required; Experience within an Academic Advising role considered an asset.
- Masters degree in a related field strongly preferred

Experience

- Experience in developing and implementing a long-term strategy that encompasses cross-campus issues
- Experience in an academic advising role considered an asset
- Experience in creating training and development programs considered an asset
- Experience collaborating with colleagues and managers (or senior leaders) to develop strategic plans and long-term recommendations, as well as ability to implement plans in conjunction with a range of stakeholders
- Program/project management experience is an asset.

Knowledge/Skills/Abilities

- Proven influencing and teamwork skills, and the ability to lead co-workers, peers and senior staff and Faculty in projects and teams
- Proven ability to take initiative and be both creative and flexible
- Strong oral and written communication skills, solid organizational skills, and sound judgment.
- Demonstrated ability to work collaboratively, build consensus and be sensitive to the needs and interests of various stakeholders, and contribute to the functioning of a diverse team both within the

department and across the institution.

- Demonstrated ability to contribute to and thrive in a collaborative environment and to apply a positive team approach to working with colleagues.
- Experience leading and implementing cross campus strategic initiatives

Nature and Scope

Interpersonal Skills

Able to build collaborative working relationships and build consensus. The specialist will be required to lead their co-workers, Faculty and campus partners in developing strategies and initiatives while leveraging the knowledge and experience of all stakeholders. Team work skills are crucial as is consensus building, leadership and political savvy.

Level of Responsibility

The Specialist does not have any direct reports. However; he/she does represent the SSO in terms of developing campus wide strategies and initiatives. Staff in the SSO will look to the Coordinator for direction on program development and appropriate courses of action related to supporting advising at Waterloo. He/she is responsible for building collaboration and consensus with internal and external partners. The Specialist is expected to work with a high degree of autonomy.

Decision-Making Authority

The Specialist will make decisions in collaboration with others about the strategic priorities of the advising working group and community of practice for advisors on campus. He/she determines the optimum course of action to solve problems and to exert a positive influence on other stakeholders on behalf of the SSO and of the Advisors working group.

Physical and Sensory Demands

Minimal demands typical of a position operating within a fast-paced service oriented office environment; extensive periods of sitting and concentrated use of visual senses. Requires close attention to detail, thoroughness, and accuracy.

Working Environment

Located in a comfortable indoor area, although location can change. Minimal exposure to disagreeable conditions.