

Job Description

Job Title:	Director, International Strategic Initiatives
Department:	Co-operative and Experiential Education
Reports To:	Associate Provost, Co-operative and Experiential Education
Jobs Reporting:	Manager, International Co-op
Salary Grade:	USG 14
Effective Date:	March 2023

Primary Purpose

With the Institution's internationalization aspirations and the potential of CEE's combined portfolio, there is need to coalesce CEE's international footprint to advance various aspects of internationalization within work-integrated learning (WIL). In close collaboration with the CEE leadership team, the Director – International Strategic Initiatives builds CEE's positioning as a global leader in Co-operative and Experiential Education, WIL and Career Education in concert with the CEE units that provide practical experiences, co-curricular programming, career support and knowledge generation and sharing. The Director works with the Institution's units that are closely associated with inbound and outbound mobility on legal aspects of partnership development with international stakeholders, safety abroad, institutional agreements, international government relations, in and outbound student experience, funding for programming, etc. to achieve CEE's vision, mission, goals and strategic plan. The Director builds knowledge capital related to international WIL (global labour market trends, co-op & WIL program design models, maturity of WIL in key locations, ethics and sustainability footprints, etc.), identifies high-value opportunities, develops interaction and collaboration strategy, designs quality stakeholder engagement, and liaises with required unit heads to execute an approach that leverages the power of a combined portfolio. The Director will champion specific strategic initiatives and lead assigned internationalization projects that support CEE priorities. The Director is specifically accountable for the international employment relations strategy, which includes identifying strategic internationalization goals, and developing and maintaining international opportunities for Waterloo's students to achieve co-op's international targets. This involves ongoing development of diverse approaches to relationship management to build deep partnerships with all sizes of employer organizations, in all industry sectors, globally, via the international co-op team, particularly with senior leadership within these organizations.

Key Accountabilities

Develop CEE International Strategy

- In collaboration with the CEE leadership team, develop the CEE International strategy for all stakeholders to advance CEE's reputation and capability of global leadership in WIL
 - Within the institution's risk appetite, design strategy and architecture for new innovative ideas to ensure the evolution of the CEE's internationalization growth is in alignment with, and an asset to, the Institution's internationalization strategic plan
 - Maintain environmental scans for major internationalization initiatives and developments globally, and generate knowledge capital and global market intelligence related to labour market trends, co-op and WIL maturity in various locations, and so on
 - Identify ground-breaking opportunities for international collaborations and design a strategy for success in collaboration with associated CEE units to advance the WACE charter

- Identify opportunities to advance intercultural effectiveness across CEE units
- Lead (where possible) or engage in meaningful ways with global organizations that advance WIL, education abroad and intercultural effectiveness

International Mobility and Global WIL Capacity

- Coalesce international mobility and global WIL capacity building capabilities and ideas across CEE units to present a powerful CEE International portfolio to campus and external collaborators
 - Co-ordinate the effective representation of CEE International and the Institution at key platforms locally, nationally and internationally (committees, boards, publications, presentations)
 - Design a framework of excellence of engagement and satisfaction for stakeholders engaging with CEE International, including visiting delegations
 - Identify interesting and relevant topics for research and collaborate with associated members of the CEE leadership team to generate and disburse knowledge based on maturity, scale and scope of CEE International
 - Champion and leverage CEE's strengths, capabilities and assets (FRTF, AAA*, risk management, sustainability & purpose framework, etc.) towards global stewardship of international WIL
 - Provide valuable CEE International contributions to institutional projects on intercultural competency development, operationalization of the internationalization strategic plan, visa student and other inbound stakeholder experience, inter-unit outbound mobility that includes WIL, etc.
 - Liaise with the Institution's Safety Abroad office on international WIL mobility-related exceptional risk management and emergency response situations

External Relationships

- In collaboration with Institutional units, develop and deepen external relationships with partners such as CBIE, IEC, GAC, IRCC, etc. to support achievement of the CEE International's priorities and objectives and to ensure that CEE is collaborating with the right people, at the right tables, at the right time
 - Monitor global funding programs, anticipate issues and opportunities, and author or review funding proposals that are related to international mobility
 - Develop networks to leverage opportunities as they become available

International Co-op Programming

- Engage and lead the international co-op team to enhance and implement strategies, goals and tactics to achieve targets and deliver results
 - Continually revise and improve outbound mobility design for improving quality of stakeholder experience, and value and outcomes of the experiences
 - Develop effective team dynamics within an environment that sees many exceptions to the standard co-op process
 - Coach and mentor international co-op staff to develop capability, knowledge and capacity, and maintain morale

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- Set targets in consultation with larger ER team, and develop plans to reasonably meet and exceed them
- Provide hands-on leadership to ensure compliance with both internal policies and external regulatory requirements, as applicable to ensure appropriate use of resources and effective return on investment
- Plan and monitor the annual budget

International WIL-Related Projects

- Lead or contribute to outbound international WIL-related projects as opportunities present themselves that are in alignment with CEE's mission, vision and values
- From an inbound perspective, lead or consult on international visa student programming, such as visa student co-op competitiveness and experience, GradWIL, bilateral WIL, etc.

**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

- Graduate degree

Experience

- At least 8 years in leading and managing international co-op / WIL program design and delivery with demonstrated creativity and thinking outside the box
- Managing and converging various political, economic, social, legal and ethical perspectives in developing global partnerships and collaborations
- Significant experience in relationship management and achieving results using a collaborative approach
- Demonstrated expertise in the development, planning and implementation of co-op / WIL business development and stakeholder success strategies, including rigorous experience in setting goals and targets
- Design and implementation of international risk management and safety abroad framework(s)
- Experience authoring successful funding proposals for mobility abroad
- Significant exposure to internationalization endeavours of other institutions within Canada and globally
- Deep understanding of intercultural competency and implementation of competency model(s)
- Demonstrated superior level of organization and ability to manage high volumes of activity and change

Knowledge/Skills/Abilities

- Strong understanding of International WIL models and frameworks across the world, as well as the challenges and success of education abroad generally
- Critical thinking and analytical skills to enable assessment of complex issues

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- Good knowledge of data science and excellent ability to design data sets and handle data manipulation for evidence-based decision-making
- Knowledge of up-and-coming educational technologies that can be used to elevate access to and quality of international WIL
- Excellent verbal, written, presentation communication skills; tact, good judgement, diplomacy and ability to maintain confidentiality
- Keen understanding of Canadian immigration regulations, and general understanding of labour and immigration frameworks for focus regions
- Advanced Office 365 apps (such as, Word, Excel, PowerPoint, Teams, BI); intermediate virtual collaboration and presentation platforms and utilities
- Thorough knowledge of UW policies, procedures and guidelines, especially related to international travel and business

Position Requirements

- This role requires a high level of leadership, negotiation and influencing skills, and the ability to apply them in highly varied situations across a wide array of stakeholders
- The role involves direct management of Co-op International Manager and indirect management of staff reporting to the manager

Nature and Scope

- **Contacts: Internal:** Department executive and management team; Faculty leadership; Associate Deans – CE & INTL; Student Success Office, Office of Advancement, Office of Research, Office of Development & Alumni Affairs, Communications & Public Affairs, Government Relations, Waterloo International, Legal and Immigration Services, and on-campus support services as required. The Director is a member of the IOC and the on-campus Leadership Forum **External:** Senior business leaders of international and multi-national organizations; government officials of immigration, trade and education globally, global trade organizations and councils; co-op leaders and practitioners at post-secondary institutions world-wide
- **Level of Responsibility:** High-level oversight and organizational responsibility for international WIL; Integral involvement in strategizing on internationalization issues of the utmost importance to CEE and the University; More generally, contributing in a helpful, professional and timely manner to the management of a multitude of issues in a fast-paced, multifaceted environment; Making recommendations on legalities and risk issues on international mobility, and arriving at decisions within CEE and the Institution's risk appetite
- **Decision-Making Authority:** Must be capable of making decisions independently, knowing when to escalate matters to Associate Provost, CEE or other members of the CEE leadership team, and contribute positively and creatively to discussions around strategic decisions to be made by the Associate Provost, CEE and the CEE leadership team; Is accountable for decisions within the Co-op International unit, including hiring decisions and performance evaluations, and uses judgment to determine when and how to escalate issues to the Executive Director, Co-op
- **Physical and Sensory Demands:** Minimal, typical for administrative position in office environment
- **Working Environment:** There may be unusual hours or schedules (e.g. interacting with a student or employer in a different time zone), irregular and/or high volumes, multiple and/or tight deadlines beyond one's control, and constant interruptions (e.g. phone calls, e-mails and unplanned but urgent

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support requests, varying student volumes at different times of year) with some weekend work;
Minimal exposure to disagreeable physical conditions in the workplace; Occasional global travel