#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Global Engagement Manager

**Job Number:** X-397 | VIP: 1667

**Band:** EXEMPT- 7

**Department:** Trent International

**Supervisor Title:** Associate Vice-President, Trent International

**Last Reviewed:**  June 24, 2021

#### **Job Purpose:**

The Global Engagement Manager is an integral member of the Trent International team. Under the leadership of the AVP International, the Global Engagement Manager, develops and leads strategic initiatives for all on-campus global engagement, including Study Abroad, International Student Academic Advising, Transition and Support Programing, Wellness, Immigration Advising, institutional immigration reporting, and overseeing Trent’s partnership agreements within Trent International. This includes conducting research and analysis, and developing, implementing and maintaining

Trent’s Global Engagement Strategy. The Manager is also responsible for liaising with units across campus to advise on policies that may impact international students and developing partnerships with international stakeholders to collaborate with Trent University.

This position has a university-wide mandate and is based at the Peterborough Campus. The incumbent provides subject matter expertise to all campuses, requiring regular interactions and collaboration with departments at the Peterborough Campus, the Durham Campus, Regional Representative Offices and external partners. Special attention is given to ensure equitable service delivery across all locations.

#### Key Activities:

##### Global Engagement

* Supporting the campus-wide Internationalization Strategy, the Global Engagement Manager is responsible for creating, executing and evaluating a comprehensive strategic Global Engagement Plan. This initiative includes identification and direction of new and developing initiatives intended to achieve an increase in the overall global engagement of faculty, staff, researchers and the wider Peterborough/Oshawa community;
* Collaborate with key stakeholders to ensure that Global Engagement activities are effectively coordinated, delivered, and aligned with the University strategy;
* Together with Institutional Research and TI team members, create surveys to measure and track the office’s progress in delivering high-quality international experiences for both students and faculty, as well as exceptional experiences for international students;
* Fosters and maintains relationships with key Canadian and international government offices, i.e. trade commissioners, visa offices, embassies/consulates, for the purpose of international mobility agreements for students and faculty.
* Evaluates and collects feedback from stakeholders on the quality of Trent’s internationalization activities and provides advice on the level of support, resources, and change needed to deliver high quality activities and programs;
* Liaises with the Student Affairs office on student conduct matters involving international students.
* Keep abreast of trends and resources related to higher education internationalization and professional development;
* Provide strategic direction to diversify Trent’s student body;
* Ensure effective and consistent communication and maintain relationships within the University community;
* Promote a culture of collaboration, customer focus and quality services. Fosters an environment of collaboration and a strong service excellence culture. Inspires, motivates, and guides team members by fostering commitment, team spirit and trust;
* Build on and utilize Trent’s global alumni community and industry contacts;
* Responsible for building and maintaining Trent University’s professional image internationally (working with Recruitment), ensuring awareness of and sensitivity to culture, language, and complex variables that exist at all Trent’s campuses;
* Develop, manage and monitor the Global Engagement budget; regularly reviewing expenditures and working closely with the AVP International to ensure that targets are achieved and that resources are used in the best way possible;
* Carry out research of international higher education partnership developments, and provides strategic advice and market intelligence on key regions, countries and institutions;
* Working with TI’s communications team, develop a marketing campaign to increase Trent’s brand recognition for the international student population;
* Ensure that Trent is represented at strategic international functions;
* Collaborate with other Canadian and international universities.
* All other related tasks.

##### Partnership Initiatives

* Promote, negotiate and secure international contracts and partner articulation agreements with institutions worldwide, including the management, development, and assessment of international partnerships;
* Work closely with the recruitment team to build relationships and ensure a team effort on these relationships.

##### Study Abroad

* Manage the SA office and work with faculty to develop new study abroad, exchange, and other globally focused programs;
* The Manager will assist faculty in developing opportunities for visiting scholars from other countries and creating opportunities for Trent faculty and students to go abroad to teach, conduct research, study, and expand Trent’s global reach and perspective.

##### Academic Advising

* Direct and ensure that the International Student Academic Advisor provides timely and reliable degree planning and academic guidance to Trent’s Undergraduate international students;
* Lead the international academic advisor in developing a proactive academic advising plan, consisting of workshops, communication campaigns, and information sessions.

##### Programming

* Support and direct Trent International’s International Student Programming Assistant in delivering new International Student Orientation and Transition activities;
* Ensure that international students’ unique needs are met, while also integrating them into the broader campus community;
* Develop a yearly calendar of informative and community-building activities and workshops. Liaise with on and off-campus partners to ensure the highest quality of programming.

##### Wellness Advising

* Support the mental health and wellness of international students by ensuring that their unique needs are incorporated into cross-campus wellness programming;
* Supervise Trent International’s Wellness Advisor and provide guidance on best
* practices and useful resources.

##### Immigration Advising

* Supervise and support Trent International’s International Student Immigration Advisor. Ensure that international students (graduate and undergraduate) are able to access timely and authoritative immigration advising;
* Support the professional development of the ISA and ensure that required professional accreditation is maintained.

#### Education Required:

* + Master’s Degree
  + Professional accreditation in Good Standing as either a Regulated International Student Immigration Advisor (RISIA) or a Regulated Canadian Immigration Consultant (RCIC)

#### Experience/Qualifications Required:

* + Minimum 5 years’ experience in an administrative leadership role with an educational, international marketing focus, or an equivalent combination of education and experience.
  + Relevant experience with marketing and academic admissions, strategic and operational planning, partnership development.
  + Strong academic background/profile in order to direct and oversee institutional articulation agreements.
  + Demonstrated success building external partnerships.
  + Ability to travel internationally as required.
  + Demonstrated success as a communicator in an international context and sensitivity to the complexities of cross-cultural communication.
  + Ability to work successfully with other senior leadership roles within the university (i.e. AVPs, deans, directors, and other related leadership positions).
  + Proven ability to present sensitive information and provide appropriate diplomatic responses to questions under pressure.
  + Proven ability to conduct oneself in a professional manner in a demanding high stress, fast paced environment over a sustained period.
  + Fluency in a subsequent language an asset
  + Flexibility to take on a wide variety of duties and willingness to adapt work schedule as required by the department.
  + Comfort in the use of computer software.
  + Proven ability to work independently and establish own priorities.
  + Strong negotiation skills.

#### Supervision:

* Provide training, guidance and direction, assigning and monitoring work for accuracy and completion and providing input into staffing decisions and performance evaluations.
* Direct Responsibility for the following OPSEU Staff:
  + A-230 Study Abroad Advisor
  + A-375 International Student Program Assistant
  + A-405 International Student Wellness Assistant
  + A-210 International Student Advisor