#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Manager, Student Affairs

**Job Number:** X-447 | VIP: 1911

**Band:** EXEMPT- 8

**Department:** Student Affairs

**Supervisor Title:** Associate Vice-President, Students

**Last Reviewed:**  May 31, 2023

#### **Job Purpose:**

Reporting to the Associate Vice President, Students, the Manager provides strategic direction, and day-to-day leadership to the Office of Student Affairs, as well as administration of the unit to ensure alignment with institutional goals, strategic priorities, and the mission, vision, and values.

The Manager oversees student conduct, retention programs, spiritual affairs, leadership programs, on the Peterborough campus. The Manager facilitates and promotes the integration and awareness of evidence-based and theoretically informed student development and well-being theory to improve student success, strategic enrolment management and retention.

#### Key Activities:

##### Leadership & Supervision

1. Provides managerial authority and overall leadership in developing the departmental vision, goals, priorities, objectives, policies, and procedures as well as integrated plans, aligning with the overall AVP’s portfolio and University strategic objectives and plans.
2. Provides evidence-based leadership in the innovative design and delivery of services and programs, encouraging the (re)development of initiatives and activities that address the changing needs and diversity of the campus. Evaluates trends to recommend, advocate and initiate responsive and proactive change within the department.
3. Set scope of practice and broad goals for each area in the portfolio to address emerging issues, student needs and resources. Ensures that goals and initiatives are consistent with best practices, student development and success theory, and University goals and objectives.
4. Build and manage partnerships within the University and broader community in support of student wellbeing.
5. Manages all professional and administrative staff; directly hires, trains, and supervises 4 OPSEU and indirectly supervises 30 student employees and 90 student volunteers.
6. Create an effective team with clear roles, responsibilities, and tangible goals.
7. Establish departmental supervisory policies, procedures, and training agendas. (e.g., hiring, supervision, performance management, training, etc.). Ensure consistency with institutional practices, culture, and legal requirements.
8. Support the well-being of staff by debriefing critical incidents (including complex mental health) and process vicarious trauma.

##### Planning & Strategy

1. Responsible for overseeing all functions of the Office of Student Affairs including financial management and budgeting, personnel, strategic planning, programming, and assessment. This includes working collaboratively with other Student Affairs departments, Financial Services, Facilities Management, Marketing and Recruitment, Communications, Information Technology, Institutional Research, Registrar’s Office, Centre for Human Rights, Equity and Accessibility, Human Resources, Graduate Studies, Risk Management, Academic departments and external partners.
2. Develop, implement, and regularly update a 3-year strategic plan that is consistent with the institutional mission, goals, and priorities.
3. Set annual departmental objectives and goals. Provides leadership to departmental staff in operationalizing mission and objectives.
4. Develop and negotiate partnership agreements.
5. Establish parameters and principles for marketing the programs/events and effective department communications.
6. Conducts assessment and research strategies to analyze programs and services using various methods including annual student satisfaction surveys.
7. Utilizes industry best practices and standards to evaluate and adapt services and programs to ensure student needs are met (i.e. CAS Standards).

##### Student Leadership, Transitions & Engagement

1. Provide strategic oversight for student employee training across Student Affairs using current educational theories and practices.
2. Facilitates collaboration across services at the university to support student retention, engagement, and success.
3. Manages and provides direction to curriculum development and learning assessment to student retention, transition, engagement, and educational programs.
4. Participates in student recruitment initiatives.

##### Student Support & Conduct

##### Develop a comprehensive crisis intervention/emergency management plan for at-risk students, including assisting with policies, protocols, and communications pertaining to the plan.

##### Evaluate decisions associated with carrying out response plans in context of policy, protocol, institutional goals and values, and legal parameters.

##### Provides tertiary support in responding to and supporting critical incidents.

##### Adjudicates, supports, and follows up on complex and high-level student conduct concerns.

##### Coordinate care for student conduct and non-clinical wellness concerns.

##### Budget & Administration

1. Responsible for all departmental finances including the development and management of both Ancillary and Operating accounts.
2. Review institutional guidelines and department mission, goals and plans to establish rolling 3-year strategic budget priorities.
3. Develop internal guidelines for unit budget development to ensure all department fiscal requirements are captured.
4. Manage grants and grant-related reporting associated to the Office of Student Life.

**Other**

1. Develop purpose, expectations, objectives, learning outcomes and goals for assessment for the department. Ensure alignment with institutional mission and priorities.
2. In collaboration with Institutional Research, write and disseminate assessment findings to stakeholders. Utilize assessment data to improve learning, services and program delivery and effectiveness to increase student retention.
3. Some evening and weekend work required.
4. Other duties as assigned.

#### Education Required:

* Master’s Degree required (preference in a field of Education).
* Training/certification in one or more of these areas required: counselling, coaching, disability support, academic advising, student conduct/support, and academic skills instruction.
* Training in some or all of equity/diversity, risk management/harm reduction, suicide prevention, and/or mediation and conflict resolution are preferred.

#### Experience/Qualifications Required:

* A minimum of seven (7) years of progressive full-time experience in student support in a post-secondary setting.
* Experience in supervising staff in a unionized environment and supervising a student employee workforce is required.
* Demonstrated understanding of university administration, service and educational goals and relevant legislation.
* Excellent communication and interpersonal skills in individual and group settings; excellent active listening; excellent teaching/presentation skills; strong writing skills are all required.
* Demonstrated ability to support students in difficulty, with empathy and with understanding of community impacts.
* Demonstrated experience in supporting students in distress or in crisis, including appropriate referrals and follow-up.
* Experience with educational and restorative approaches to student conduct management and student support initiatives.
* Exceptional understanding of theories relating to human development, including cognitive, emotional, behavioural, relationship, moral and identity development. Thorough understanding of community development principles and theories.
* Demonstrated commitment to delivering programming to enhance students’ capacity to develop personal strengths/strategies, peer support, conduct/conflict prevention, academic capabilities, and persistence.
* Demonstrated ability to work effectively with a diverse student body in a cross-cultural environment.
* Demonstrated ability to exercise risk assessment skills and sound judgement and to use initiative for activity implementation and problem solving.
* Demonstrated ability to work extremely independently in a multi-tasking environment that requires a high level of adaptability; combined with excellent teamwork.
* Demonstrated willingness to undertake a wide range of tasks, from higher-level planning to on-the-ground program delivery.
* Experience developing and managing budgets, experience in financial planning, and financial management.
* Experience with research and assessment of student programming, student retention and student success.
* A thorough understanding of relevant legislation, including (but not limited to) the following: the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, Freedom of Information and Protection of Privacy Act, Occupation Health and Safety Act, Ontario Employment Standards Act, Occupiers Liability Act, etc. In addition, is knowledgeable about strategic priorities of the Ministry of Training, Colleges, and Universities.
* Excellent knowledge of the Microsoft Office Suite, web editing, and social media. Strong virtual communication skills. Experience and ability to design and produce online resources an asset.
* Ability to maintain confidentiality.