

## York University

### Job Posting — Confidential, Professional & Managerial Employees (CPM)

**Job Title:** Associate Director, Student Engagement Colleges (SEC)

**Reports To:** Executive Director, Strategy & Administration

**Faculty / Dept.:** LA&PS

**Salary Grade:** F

**PCN:** 7471

**Job Code:** 955057

### Job Overview

The Faculty of Liberal Arts and Professional Studies (LA&PS) is the largest Faculty at York University currently with over 23,000 undergraduate and graduate students, and almost 100 programs delivered through 24 Departments, Schools, and Colleges. York University is known for championing new ways of thinking that drive excellence in promoting and enhancing teaching, research, and student success. Through innovative course design, diverse experiential education and learning opportunities, and a supportive community environment, our students receive the education they need to create big ideas that make an impact on the world.

The Associate Director, Student Engagement Colleges role, under the direction of the Associate Dean Students LA&PS College Heads and the Executive Director, Strategy & Administration, participates in and operationalizes strategic initiatives, set forth by the College Heads in alignment with the Faculty's strategic priorities. These priorities support the development, enhancement and implementation of student services and engagement programs for both undergraduate and graduate students in LA&PS' affiliated Colleges; specifically, Founders College, McLaughlin College, New College, and Vanier College.

The role leads the Colleges administrative team to deliver key support initiatives designed to positively influence student development, success, engagement, transitioning programming, and retention. The role creates and implements new services and programming, and assesses and enhances existing programming, through an evidence based and theoretically informed method of practice, for the Colleges.

The role provides management oversight for 1 CPM staff, 10-13 YUSA-1 staff, 35-65 work-study students, and manages a volunteer program.

### Key Responsibilities

- Manages a team of direct reports to provide effective daily support and delivery of student services for the Colleges. Assists the team to resolve problems that arise, identify program and event gaps and apply lean six sigma type strategies to improve department operating policies, practices, and procedures to achieve/surpass student success and retention goals. Manages team to monitor student satisfaction. Supports fair and equitable, AODA centric, student experience through effective creation, implementation, and evolution, of college programming and services.
- Proactively assesses current and future opportunities and works collaboratively with academic departments to increase and improve student services and build student engagement programs.

- Provides sustainable recommendations and implements approved solutions that supports/improves strategic planning, operational, programming, financial goals/objectives, and Colleges' program and events.
- Builds and maintains collaborative working relationships with partners, such as students, College Heads, Parents, Dean of Students, and Director Program Evaluation to ensure student programming efforts are aligned with York University's overall vision, objectives, values, and IRP. Prepares and delivers formal presentations to partners, as needed.
- Solicits feedback from student engagement sessions and programs to share information and learnings with the senior leadership. Applies analyses and learnings to evolve existing programs and services and improve student experience, support offerings, and retention.
- Manages changes and shifts direction, as needed, to ensure alignment with evolving priorities and sustained delivery of key support initiatives and programs, that positively influence student development, success, engagement, transition, and retention.
- Develops and tracks departmental budgets for expenses related to programs, services and staffing. Reports on program, events, individual, and team performance metrics, analysis, interpretation, and auditing for efficacy.
- Collaborates with Associate Dean Students, LA&PS College Heads, and Executive Director, Strategy & Administration to proactively evolve the colleges operating policies, procedures, templates, programs, events, and practices in support of sustainability, equity, diversity, and inclusion at York University.
- Works with team to inspect assigned areas, across multiple buildings, to ensure compliance with health and safety operating standards, practices, and procedures. Collaborates and obtains consensus from partners to assess physical resourcing needs. Takes the lead to ensure needs are met and proactively implemented accordingly to ensure the success of programs and events.
- Effectively manages and develops staff and work study students. Oversees hiring, training, priority setting, and delegation of work in a unionized environment.
- Manages a volunteer program to provide assistance with programs and events.

## Required Qualifications

### Minimum Education, Training & Credentials

- Bachelor's degree in a relevant discipline, such as Education or Psychology.
- Specialized training in student service, success, retention, and student development theory and programming.

Note: Position requires verification of degree & credentials

### Minimum Experience

- 5 years of related experience.

- 3 years of management experience.
- Experience in a fast-paced post-secondary student affairs environment leading the coordination and provision of student engagement, transition and/or success programming.
- Experience supervising staff and volunteers, overseeing, hiring, training, setting of priorities and delegation of responsibilities in a unionized environment.
- Experienced in innovative program and service design, implementation and evaluation of post-secondary student engagement and transition programs, initiatives, and services.
- Experience creating and evolving departmental operating policies and procedures.
- Experience with student databases and data application.

### Knowledge

- Knowledge and understanding of strategic program and events integrated planning, issues management, and student relations management.
- Knowledge of student onboarding administration principles and best practices.
- Knowledge of process evaluation and improvement (*lean six sigma*).
- Knowledge of change management theories.
- Knowledge of multiple collective agreements and application.
- Knowledge of Canadian and international legislation, ethical standards, and policy documents relating to recruitment, sourcing, selection, hiring, data collection, privacy, and accessibility.
- Knowledge of university/public sector governance and culture to promote student success, engagement, retention, transition, and problem resolution.

### Skills

- Effective communication skills. Ability to effectively communicate with diverse populations in a collaborative and collegial manner.
- Ability to build rapport.
- Ability to develop programming and support sensitive issues from an anti-oppressive framework.
- Ability to apply strategic thinking and anticipate student support needs in the areas of program success, engagement, transition, and retention.
- Analytical and interpretive skills to identify and present key trends and findings.
- Effective coaching and team building skills
- Effective facilitation and presentation skills.
- Auditing and editing skills.
- Able to effectively maintain attention to detail.
- Effective planning, project management, and organizational skills.
- Ability to prioritize workload and meet timelines within a complex changing environment.
- Adaptability to change, new ideas, and practices.
- Able to effectively apply tact and diplomacy.

- Able to maintain strict confidentiality.
- Proficient with Microsoft Office applications, including Word, Excel, Power Point, and Outlook.

### **Summary of Work Environment**

- Works in a normal office environment.