

Nipissing University
JOB DESCRIPTION

JOB TITLE:	Manager, Student Learning and Transitions
DEPARTMENT:	Student Development and Services
SALARY LEVEL:	SL 5
EMPLOYMENT DEFINITION:	Full-time, Administration
SUPERVISOR:	Assistant Vice-President, Students

SUMMARY OF FUNCTIONS:

The Manager, Student Learning and Transitions is responsible for the leadership, direction, and management, of programs and initiatives that shape an engaging and supportive learning and development experience for all students. This includes developing new strategies and initiatives designed to support the success of Nipissing University students as it relates to their orientation and transition; academic, leadership and life skill development; and the ongoing development and delivery of peer mentorship programs that enhance student success. This includes long-term planning, program development, provision and evaluation of services, budget and fiscal control, personnel matters, technical support services, utilization of physical resources, supervision of staff, and other management functions. The incumbent will also be available to support timely responses to challenges, emergencies, and crises outside of regular business hours.

The Manager will be highly knowledgeable in best practices, literature and research regarding the needs of students at post-secondary institutions. The Manager will have a strong understanding of the unique needs of Nipissing University students including graduate and undergraduate students with particular attention to the diversity of populations at Nipissing University including graduate, international, first-year, transfer, mature, varsity athlete, first generation, Indigenous, and Crown Ward students among many other intersectional identities. As a member of the Student Development and Services Leadership Team, the Manager will ensure integration and coordination of any new programs and services with programs currently offered by the division, campus, and faculty partners. The Manager is accountable for contributing to and operationalizing the strategic direction and administration of tactical issues within the division. The Manager will work closely with campus and community stakeholders ensuring these groups are aware of the needs and experiences of students and any impact on any faculty or campus-wide initiatives. The Manager is a member of various university committees and works with faculty and staff members as well as with student groups, to enhance student services and supports.

DUTIES AND RESPONSIBILITIES:

Management

65%

- Provide overall leadership, management and administration for services inclusive of the Department of Student Learning and Transitions
- Provide strategic leadership and mentorship to a diverse team of specialized service providers. Coordinating support for the needs of diverse service provision including Academic Skills, Career Services, Orientation, Transition Program, Mature Student Success and others.
- Collaborate effectively with other University departments to support departmental programming and seamless student experience
- Build, train, and maintain a high performance team of diverse specialized service providers
- Oversee the design, delivery, and implementation of academic initiatives, student services, retention programs, special events, facilities, and related practices that maximize student recruitment, development, success, and lead to a high quality, cost-effective, and transformative student learning environment
- Ensure all programs and services are informed by a solid understanding of student life and learning based on best practice knowledge related to student retention, engagement, and development; and that support the University

in achieving institutional goals and objectives by ensuring a comprehensive and intentional, student-centred approach to departmental programming and services with goals of increased recruitment, retention, and graduation

- Knowledgeable on current and changing needs of students attending post-secondary institutions including best practices at other institutions, current trends, and forecasting future developments in strategies to enhance the student experience
- Lead the planning, delivery, and evaluation the full range of department programs and initiatives to ensure that they are designed intentionally (proactive and responsive) and evolving to meet the needs of students, campus, and faculty partners; including prior learning assessment, student life, student support, etc.
- Oversee the organization of the student retention programs including student academic success
- In partnership with the Manager, Residence Life, oversees student life and learning activities that benefit students living in residence – focusing on the leveraging of existing programs and services
- Provide direction on student orientation, transition, and retention programming for all university students including New Student Orientation, Laker Orientation (umbrella programming), and Laker Winter Orientation with particular attention to the needs of the target populations of individual programs to ensure a positive, inclusive, fun, welcoming, and transformative student experience
- Develop and implement internal policies and procedures for the operation of all units within the department to ensure efficient and effective operations
- Regularly conduct reviews of all departmental policies, procedures, and contracts to ensure alignment with institutional policies and professional standards
- Lead the creation and delivery of strategies and initiatives designed to enhance student success and experience for all students
- Work to ensure programs and initiatives currently offered by the department are well integrated and seamless for students
- Identify opportunities to highlight the student support that the Student Learning and Transitions department provides through participation in on-campus, community, and sector events and ensure that all internal and external communications and promotional materials are consistent with departmental objectives and University brand standards
- Ensure the development of educational interventions aimed at mitigating academically at-risk behaviours and focusing on retention and persistence
- Ensure the service operation is consistent and achieves maximum satisfaction of students
- Ensure that the department positively contributes to the experience of students and the Nipissing University brand
- Identify and develop opportunities to leverage existing and new technology
- Responsible for sourcing and maintaining departmental software systems (e.g. NIMBUS, Comevo, Blackboard, and others)
- Ensure ongoing accountability to and maintain regular contact with the Assistant Vice-President, Students
- When necessary, provide support to department team by providing direct intervention with regard to student learning, career exploration and development; including, but not limited to: provision of individual and group writing, ESL, math, science, résumé, and career exploration support, front line program assistance in Drop-In Centre settings, provide workshops to promote self-awareness, self-advocacy, and self-efficacy skills, and develop, prepare, implement, and assess student success and orientation and transition sessions directly related the purview of the Student Learning and Transitions department

PLANNING AND ASSESSMENT

20%

- Responsible for creating an engaging strategic vision for the Student Learning and Transitions department which includes a concrete plan for effectively integrating a number of diverse services and programs, ensuring that the implementation of all plans embodies the University and division strategic plans and works to differentiate Student Development and Services
- Research, develop, implement, and assess departmental strategic plans in order to recruit, retain, and provide a positive learning-centred experience for students

- Establish performance indicators and assessment methods to measure achievement in all areas of responsibility including learning outcomes, program goals and objectives, and individual program success; effecting changes required for improvement as required
- Collaborate with other University departments to assess the effectiveness and impact of Student Learning and Transition programming
- Provide direction to departmental staff in operationalizing the departmental mission, values, learning and development pillars, and learning outcomes
- Ensure that all departmental activities are aligned with institutional, division, and departmental strategic plans, and departmental mission, vision, and values
- Establish and assess annual department priorities and goals in alignment with institutional documents
- Establish departmental, unit, and programmatic assessment plans, including those associated with program proposal and review processes
- Ensure that appropriate information related to student learning, retention, and factors that contribute to student success are made available and interpreted appropriately to various stakeholder groups (students, staff, faculty, Deans, AVP, Executive, employers, community, etc.) as applicable; including recommending short- and long-term strategic responses to the academic goals of the institution and student development (including, but not limited to, qualitative and quantitative data, evaluations on programs, market trends, benchmarking, etc.)
- Ensure that the department remains current with trends in student support services
- Support the continued professional development of staff members
- Collaborate with the Student Development and Services Leadership team to:
 - ensure programs and strategies complement one another and, when appropriate, are consistent in delivery and outcomes for all students
 - develop recommendations and implement divisional policies, procedures, and processes
 - be responsible for strategic and operational planning recommendations within the Student Development and Services division
 - ensure appropriate cross-divisional professional development and training opportunities
- Design, implement, and maintain an organizational structure and staffing to effectively accomplish the University's goals as identified in the Strategic Plan in collaboration with the Assistant Vice-President, Students
- In alignment with institutional Human Resources practices, oversee the recruitment, selection, training, development, and performance management of staff within the department
- Define duties and responsibilities of staff within the department, including determining work assignments for staff based on understanding needs, skills sets, requirements, and resources
- Reduce the department's exposure to liability by ensuring that all full-time staff are properly certified; Student Learning Coordinators require specific and current qualifications pertaining to their roles
- Develop, implement, and manage resources, policies, and processes to ensure the efficient and effective operations of the department
- Recommend and/or provide training and development to enhance staff skills and knowledge
- Oversee the development and maintenance of employee manuals for all employees within the department
- Monitor and approve employee requests for leave and overtime
- Responsible for health and safety practices within the department
- Maintain familiarity of individual staff utilization rates and ongoing projects in order to intervene as required due to emergencies, unavailability of staff, or when managerial intervention is required
- Develop and implement effective on-boarding, orientation, and ongoing training and development plans for direct reports
- Provide on-going feedback and coaching to employees to discuss and address performance related issues
- Resolve staff-related issues and informal complaints that arise on a timely basis
- Responsible for the creation of annual budget recommendations to the AVP for consideration
- Manage the approved operating budgets for all units within the department, tracking special accounts for reporting purposes (e.g. grants and special projects), and developing budget submissions to ensure appropriate management and accountability of funds
- Set mandate and approve operational procedures and expenditures related to the department including the acquisition of resources (e.g. hardware, software, and publications)

- Ensure that all financial processes and accountabilities are in line with institutional policies
- Review monthly departmental reports to ensure recorded expenditures are correct, and develop strategies to ensure flow of expenditures over the course of the fiscal period
- Forecast revenue targets and operational expenditures based on knowledge of operational costs as well as recruitment and enrollment numbers and adjust orientation fees accordingly
- Authorize departmental transactions within designated level of authority
- Develop, implement, assess, and report on external funding agreements to enhance student support services and dedicated support for priority populations (e.g., First Generation Funding, Credit Transfer Institutional Grant)

Community Engagement and University Partnerships

15%

- Maintain positive working relationships with partners in safety including Security Services
- Establish a network of strategic relationships with campus partners and external organizations (e.g., CACUSS, ACPA, etc.) to remain up to date on new research, strategies, and initiatives; and to disseminate this to the broader campus community and within the division as appropriate
- Seek out opportunities for enhanced collaboration and foster collaborative relationships with campus and community partners to ensure students are provided with necessary support, resources, and information pertinent to their experience and success, including negotiating contracts for service as required
- Represent the department and division at committees and meetings, and liaise with campus partners related to the portfolio or as designated by the AVP, Students with the goal of advancing the development and implementation of strategic goals, as well as enhancing and streamlining support for student engagement and retention
- Advise in the planning and support the execution of institutional programming and efforts related to student recruitment, retention, and graduation
- Serve as a resource person for students, faculty, administration, and community members in matters relating to student life and learning
- Represent Nipissing University at various institutional events, university, and external committees, etc.
- Develop professional development workshops and seminars related to student development, student engagement and student learning for university staff, faculty, and community groups
- Work directly with and consult various stakeholder and student advisory groups across the institution and community in the process of program planning and development to provide support, advocacy, and resources; including Deans, students, faculty, staff, employers, and alumni where applicable
- Serve as the chair for various departmental and institutional meetings
- Maintain contact with external contacts, vendors, and contractors

Other duties as assigned.

QUALIFICATIONS:

Education:

- A Master's degree in area of education, student affairs administration, or student development is required (certification in Supplemental Instruction and the College Reading and Learning Association for Peer Tutoring programs preferred).

Training, Experience, Knowledge & Skills Required:

- 3-5 years of experience in progressively responsible positions in student affairs administration
- Experience developing, delivering, and evaluation strategies at post-secondary institutions
- Excellent communication, human relations, problem solving, negotiation, team-building, conflict resolution, and leadership skills
- Demonstrated supervisory and leadership experience within a student service

- Demonstrated ability to conceptualize and implement new programs, interact at all levels within the organization, and effectively manage budget
- Demonstrated presentation/facilitation and/or training experience at post-secondary level, both in person and online
- Broad awareness of academic environments related to student services
- Extensive understanding of motivation, retention, and learning strategies for student success
- Excellent tact, diplomacy, and judgment are required in working with students, parents, staff, faculty, senior university officials, and community partners
- Education, administration, adult education, and student development theory principles
- Understanding of assessment of student learning and development programs
- Demonstrated ability to use and interpret data to make decisions and communicate results effectively to various stakeholders
- Demonstrated experience dealing at-risk student needs
- Financial management/budget, strategic planning, personal computing literacy
- Marketing and sales skills
- Knowledge of client information management systems, along with familiarity with technology-based resources for student support

RELATIONSHIPS/CONTACTS:

Supervised by: Assistant Vice-President, Students

Supervises:

- Student Learning Coordinator, Writing and Academic Skills
- Student Learning Coordinator, Math and Science
- Student Success Coordinator
- Student Experience Coordinator, Student Learning and Transitions
- Student Experience Coordinator, First Orientation and First Year Programs
- Career Services Coordinator
- Secretary, Student Learning and Transitions
- Student employees

Internal: Staff, students, faculty

External:

- General public, prospective students, student supporters, guests (e.g. families, parents and guardians)
- North Bay community groups and organizations
- Other Universities and Colleges
- Alumni
- MCU (Ministry of Colleges and Universities)
- Professional associations at the regional, national, and international levels including NASPA (Student Affairs Administrators in Higher Education), ACPA (College Student Educators International), CACUSS (Canadian Association of College and University Student Services), and NODA (Association for Orientation, Transition, and Retention in Higher Education)
- Council of Ontario Universities

MATERIALS UTILIZED:

- Confidential student and employee personnel records (including wage and performance evaluations)
- Confidential budget and financial information
- Computer workstation including various software applications

- NASPA (Student Affairs Administrators in Higher Education)/ACPA (College Student Educators International) Professional Competencies
- ACPA Ethical Principles and Standards
- CACUSS (Canadian Association of College and University Student Services) Statement of Guiding Principles
- CAS (Council for the Advancement of Standards in Higher Education) standards for Learning Assistance Programs, Career Services, and Orientation and First Year Programs
- NODA (Association for Orientation, Transition, and Retention in Higher Education) Statements of Ethical Standards, Non-Discrimination and Sustainability
- Nipissing University policies and procedures
- Datatel and Informer Software Systems
- General Office Equipment

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Considerable mental concentration
- Ability to maintain sensitivity to and cope with information which may be highly confidential
- Multiple task management related to the blend of managerial, supervision, and intervention responsibilities of the role including continual interruptions, shifting priorities, and last-minute demands
- Close attention to detail, thoroughness, and accuracy
- Some extended working hours may be required.
- Private office

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (please print)

Employee Signature

Date

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Approvals

Supervisor

Date

Human Resources

Date