Manager, International Student Experience

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Professional and Managerial Group

Manager, International Student Experience

Student Experience

Hiring #: 2019-0655

Please read the Application Instructions [1] before applying

In keeping with the University of Guelph's commitment to diversity, access, support, and engagement of international and diverse learners, the Manager, International Student Experience, helps create conditions for international, refugee, and newcomer students to thrive. The Manager does this by providing leadership with intercultural programs and services; by advancing the University of Guelph's goals regarding retention, learning, and well-being of international undergraduate and graduate students; by managing international student advising related to immigration, employment, academic challenges, family matters, relationships, financial concerns, political turmoil in the home country, and cultural transitions; and by researching, managing, and evaluating initiatives aimed at supporting and retaining students from diverse cultural and faith backgrounds and worldviews.

The Manager guides and supports the International Student Experience staff, student staff, and Peer Helpers in delivering a diverse range of educational programs and services aimed at heightening intercultural competencies for all students, and in helping international and newcomer students in making a successful transition to, through, and from university life and study. The Manager is responsible for outreach, and developing workshops and training for faculty, staff, and students relevant to promoting intercultural understanding; and supporting the University’s Inclusive Campus Framework and goals. As a member of the Student Experience management team the incumbent participates in the day-to-day management of the department, represents the Director on committees, and contributes toward policy formulation and implementation as required.

Requirements of this position include: a Master’s Degree in Adult Education, Social Science, or Higher Education and several years of relevant professional experience. The incumbent must be a Regulated Canadian Immigration Consultant (RCIC) or Regulated International Student Immigration Advisor (RISIA). Further requirements for this position include: Management experience in the international arena providing international student services; Knowledge of regulatory, legislative processes and other issues that affect international student status in Canada; Enhanced knowledge/understanding of societal structures/political dynamics economic/cultural norms/customs and religious restrictions; as well as climatic and infrastructure hurdles inherent in other countries; Well-developed knowledge of international student services and retention interventions, internationalization methodology, and of international issues in education to lead and provide expert advisory services. Experience in risk mitigation is essential.

The incumbent will also have: Proven leadership and administrative responsibility with managing an interprofessional team of full-time and part-time staff/students; Ability to exercise a high level of judgment, diplomacy, and tact and to respect and maintain confidentiality in sensitive and/or volatile situations; Excellent teaching, presenting and writing skills in a university setting and have highly developed skills in administration, organization, time/project management, financial management, and problem solving.

Position Number         530-013
Classification               P06*

Professional/Managerial Salary Bands [2]

*Tentative evaluation; subject to committee review.
At the University of Guelph, fostering a culture of inclusion [3] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2019 12 03
Closing Date: 2019 12 17

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Links
[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply
[2] https://www.uoguelph.ca/hr/system/files/P%26M%20Grid-Oct%2026%2C%202017%20-%20April%2030%2C%202020%202.pdf