Manager, Student Experience

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Manager, Student Experience

OAC – Ridgetown Campus

Hiring #: 2021-0618

Please read the Application Instructions [1] before applying

Consistent with the commitment of the University of Guelph, Ridgetown Campus to student engagement and retention, reporting to the Director, Ridgetown Campus, the Manager of Student Experience (MSE) will lead the design, strategic development and implementation of an integrated and comprehensive approach to student community development and student engagement services spanning the student lifecycle. This position will be responsible for providing education and advocacy about student experience and wellness, seeking to strengthen the dimensions of our campus community that embrace, nurture, and celebrate diversity.

The Manager is responsible for providing services to support students as they adapt to the changes and challenges of post-secondary learning and living. The MSE will focus on initiatives that are developmentally purposeful and aimed at supporting and retaining students to graduation, particularly those who experience barriers to student life and academic perseverance.

The MSE will be responsible for establishing and managing a Student Resource Centre, which will bring together front-line access to non-academic supports and resources, wellness services, peer supports, career services, library, bookstore and student recreation. The MSE is also responsible for managing the Steckley Hall Student Residence, a traditional dormitory style co-ed residence with space for approximately 150+ students, and an integral part of the campus community.

As the manager of the Student Experience team, the MSE will directly supervise 2-3 positions in recreation, wellness education and library and resources. The MSE will also oversee student experience project groups and student employees and volunteers in peer support, residence, leadership and recreational functions.

As a member of the Executive Leadership Team, the MSE will participate in regular meetings and support various campus initiatives. The MSE will also support the senior leadership team in launching new programs and partnerships.

The successful candidate for the position of Manager, Student Experience will be passionate about student success and eager to deliver and support a dynamic campus experience. The position requires an individual who has well developed interpersonal skills and who is flexible and able to assume a variety of roles as dictated by the changing needs of students and the campus community. A thorough understanding of post-secondary student development and the ability to navigate the University and Ridgetown Campus environment is critical.

The incumbent must have a finely tuned ability to identify strategies for engaging with and advocating on behalf of vulnerable groups. The MSE will establish and maintain strong working relationships with community stakeholders and collaborative partnerships with local service providers (i.e. Life Coach, Counsellor).

Specifically, the successful candidate will have an undergraduate degree in a relevant discipline such as Behavioural Sciences, Social Sciences, Education or Recreation (a Master’s degree is preferred). The ideal candidate will have a minimum of five years of related experience in a program management role in an academic, corporate training environment, or social services setting. Ideally, the successful candidate will have experience in a planning and policy role with a similar organizational scope specialized in student experience, student
development and transition, residence life and recreational management.

This appointment is regularly performed on-campus but will be initially fulfilled both remotely (off-campus) and on-campus until the University resumes its regular operations.

Position Number         465-022
Classification               P05*

*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: 2021 12 06
Closing Date: 2022 01 04

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[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply
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