

Nipissing University

JOB DESCRIPTION

POSITION TITLE:	Director, Nipissing International
DEPARTMENT:	Office of the Provost and Vice-President, Academic
SALARY LEVEL:	SL 7
EMPLOYMENT DEFINITION:	Full-time Administration
SUPERVISOR:	Provost and Vice President, Academic

SUMMARY OF FUNCTIONS:

Reporting to the Provost and Vice President, Academic, the Director, Nipissing International is responsible for providing strategic and operational leadership to advance Nipissing University's international enrollment goals.

The Director will lead, direct, and manage international recruitment, admissions and student success programming. This includes developing strategic plans to recruit international students from diverse places of origin, with diverse programmatic interests and strategic initiatives designed to support their success as it relates to their orientation and transition to Nipissing University.

The Director will develop long term plans, including market development, admission and support programming, evaluation, budget and fiscal control, personnel matters, technical support services, utilization of physical resources, supervision of staff, and other management functions. The Director will also be available to support timely responses to challenges, emergencies, and crises outside of regular business hours.

The Director, provides strategy, research, advice, protocol support, and project management for a diverse array of initiatives and activities. The Director builds relationships, both within the institution and globally; leveraging opportunities and informing strategy through market intelligence.

The Director ensures that learners, faculty, and administrative staff are supported in their efforts to navigate pathways for increased institutional international recognition, both responding to, and setting new institutional priorities, including the identification, and building of new markets and providing advice on new academic programs.

DUTIES & RESPONSIBILITIES:

Administration and Leadership

55%

- Provide overall leadership, management and administration for International Recruitment, Admissions, Mobility, Student Orientation & Transition Services
- Provide operational and strategic planning direction with the intended outcome of optimal student enrollment
- Develop recruitment and exchange strategies that are based in market research and identify key opportunities to support our enrollment targets

- Responsible for maintaining strong, viable, and effective working relationships with all university and external partners in the interest of smooth and effective recruitment, admission and student success programs and services
- Remain current on international recruitment, admission, and student success needs, including best practices at other institutions, current market trends, and forecasting future developments in strategies to enhance Nipissing's international enrollment
- Develop policies and implement procedures for the operation of all units within the department to ensure efficient and effective operations
- Conduct regular reviews of all departmental policies, procedures, and contracts to ensure alignment with institutional policies and professional standards
- Identify and develop opportunities to leverage existing and new technology as a tool to maximize the efficient of operations
- Develop plans and budgets and engage the various departments in monitoring and reporting on results
- Assists with receiving international visitors and delegations, ensuring adherence to protocol, coordinating itineraries and meetings, and hosting tours and presentations as required
- Plan outbound delegations including documenting goals, arranging meetings with potential partners and key contacts, preparing briefings and assisting with travel arrangements
- Ensure the careful co-ordination of the logistics of international travel, including risk management, proactively research and recommend institutional partnership opportunities for NU, respond to inquiries in accordance with priorities established, and provide project management support to activities resulting from partnerships
- Lead and supervise employees in the newly formed Nipissing International office
- Provide the strategic leadership for acquiring the appropriate human resources to deliver international enrollment goals
- Facilitate the ongoing development of the departmental professionals through continuing education and mentorship
- Manage relationships with all staff to provide a productive, safe and working environment
- Set goals for performance which also includes monitoring performance and providing feedback
- Resolve concerns or issues brought forward by employees
- Participate in the hiring of new employees within the department
- Provide training and overseeing orientation of new employees
- Participate in the Annual Performance and Development Process

Budget and Resources Management

15%

- Oversees the international budget
- Responsible for maximizing the operational efficiencies through appropriate scheduling and deployment of staff resources
- Within the campus community the Director, International is responsible for maintaining and strengthening partnerships including with the University Senior Administration, Deans, Associate Deans, Faculty, Human Resources, and university Student Services

Planning, Assessment & University Partnerships

30%

- Advise senior administrators, non-academic administrators, and faculty on aspects of risk management and mitigation in relation to international activities, including developing, implementing, evaluating and sustaining NU Safety Abroad procedures and guidelines

- Pursue potential funding opportunities to support international activities and partnerships
- Maintain an understanding of the critical importance of and the significant obstacles to building consensus and working collaboratively with on-campus partners, and plays a key role in seeking and developing opportunities to proactively build and foster partnerships and enhance working relationships
- Develop and maintain collegial relationships with other universities, government representatives and international agencies; participate in international education conferences and other opportunities
- Collaborate with key stakeholders to ensure that the international student recruitment activities, admission policies and student success initiatives are effectively coordinated, delivered, and aligned with the University strategy and to set and deliver on targets
- Remain well versed in and provide direction with respect to all aspects of international undergraduate and graduate recruitment, admissions and student success programming, including general characteristics, demographics, Canadian and international education systems, transition support, academic programs, transfer credits, co-op, financing, residence, campus life, student success and success after graduation
- Support and maintain NU's professional image internationally, ensuring awareness and sensitivity to culture, language, and complex variables that exist in target recruitment markets and ensuring that all in- country activities take into consideration and adjust to these variables
- Assist Marketing and Communications to develop a marketing campaign, including digital advertising to increase NU's brand recognition for the international student population
- Ensure the International Application Portal (IAS) is performing optimally to meet admission goals
- Collaborate with other Canadian universities, through national and international recruitment organizations, in the ongoing promotion of Canada as a postsecondary study destination
- Work closely with the domestic recruitment & admissions team to ensure consistency in policies and marketing
- Provide expertise and insight into policies with regards to international admissions
- Manage innovative and creative conversion events designed for international applicants, parents, supporters, agents etc.
- Responsible for supporting Student Development Services and the office of the Registrar with International student success and retention
- Remain updated and work closely with government partners such as the Ministry of Training, Colleges, and Universities, Immigration and Citizenship, and Global Affairs Canada to ensure we're leveraging opportunities and complying with policies
- Review all bilateral and other international agreements, ensuring compliance with NU values, policies, insurance and risk management protocols, and maintain records of all active agreements
- In collaboration with stakeholders (i.e Marketing) develop communication strategies to inform all stakeholders (ie. Agents, government, prospective students)
- Ensure the University meets its responsibilities related to membership in international organizations (e.g. Canadian Bureau for International Education)

Any other duties as assigned.

QUALIFICATIONS:

Education: Undergraduate degree in a related discipline

Training and/or experience may be substituted for formal academic training at the discretion of the University.

Training, Experience, Knowledge & Skills Required:

- Minimum five to seven (5 to 7) years' experience in a leadership role in International Recruitment and/or admissions
- Proven leadership and management capabilities to deliver quality and timely results
- Demonstrated leadership and management capabilities to deliver quality international enrollment goals
- Strategic and operational planning and partnership development
- Fluency (oral and written) in English; additional languages are considered a strong asset
- Demonstrated success building external partnerships
- Ability to travel internationally as required
- Demonstrated success as a communicator in an international context and sensitivity to the complexities of cross-cultural communication
- Excellent tact, diplomacy, and judgment are required in working with students, parents, staff, faculty, senior university officials, and community partners
- Financial management/budget, strategic planning, personal computing literacy
- Marketing and sales skills
- Superior communication, electronic-technical, presentation, and interpersonal skills
- Strong supervisory abilities to manage both staff and volunteers in a changing environment
- Ability to effectively manage complex and numerous projects concurrently
- Superior skills in advocacy, broad-scanning, negotiations, and problem-solving
- Knowledge of client information management systems, OCAS International Application Portal is considered an asset and familiarity with technology-based resources for international recruitment
- Proven ability to work independently and establish own priorities
- Superior interpersonal, organizational, problem-solving, communication (oral and written), presentation and cross-cultural relationship skills
- Ability to exercise strong judgment, initiative, diplomacy and tact, with intercultural sensitivity
- Demonstrated presentation/facilitation and/or training experience at post-secondary level, both in person and online
- Strong understanding of international educational systems
- Working knowledge of Citizenship and Immigration Canada policies procedures and immigration law, RISIA certification is considered an asset

RELATIONSHIPS/CONTACTS:

Supervised by: Provost and Vice President, Academic

Positions supervised:

- Manager, International Support and Community Outreach

- International Recruitment & Admissions Coordinator
- International Mobility Coordinator
- Secretary, International Student Services and Programs
- Students

Internal Contacts: Students, Faculty, Staff

External Contacts:

- Various government, Trade Commissioners & international education agencies
- Group and Travel Insurance agencies
- Prospective students/applicants
- Parents, family members and supporters of prospective students
- International partners and agents

MATERIALS UTILIZED:

- Standard Office Equipment
- Nipissing recruitment materials (student guides, college transfer guides, academic calendar, website, videos, photography, social media)
- Computer Telephone, Photocopier, Smartphone, Tablet, GPS Unit
- Software: Microsoft Office, Customer Relationship Management System (Hobsons' Connect CRM), Ellucian, IAS OCAS, Internet, email, etc.
- Citizenship and Immigration Canada policies and manuals

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Standing, sitting, walking and light lifting
- Heavier lifting required occasionally
- Frequent interruptions
- Private office
- Flexible work schedule required (evening and week-end work required regularly to meet programming needs)
- Availability to travel when needed

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

Approvals

Supervisor

Date

Human Resources

Date