

BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY POSITION DESCRIPTION

POSITION: Senior Director, Student Success

DEPARTMENT: Students – Student Success

REPORTS TO: Vice President Students

DATED: September 2020

POSITION SUMMARY

Supports the VP Students in developing the portfolio's over-arching strategic commitments and initiatives, and in managing critical issues. Provides senior leadership to the Student Success division, overseeing development of strategies, programs and broad initiatives aimed at promoting student success and wellbeing. Includes the areas of Student Financial Aid & Awards, Student Access & Wellbeing, Student Housing, Workplace Education (Co-Op), and Student Life. Leads development of policies, practices, standards, processes, and systems to optimize program service delivery. Leads Institute's response to serious student crisis situations. Oversees management of non-academic student conduct issues and investigation of allegations. Works closely with Institute stakeholders, including the Schools and the Student Association, to identify and understand student needs, advocate to improve student support, ensure fair process, and promote student engagement and success.

KEY ACCOUNTABILITIES

- Participates as a member of the VP's management team and shares responsibility for portfolio achievements and success. Supports VP in developing the portfolio's over-arching strategic commitments and initiatives, and managing critical issues. Represents the VP as designated.
- Provides senior leadership to the Student Success division, overseeing development of strategies, programs and broad initiatives aimed at promoting student success and wellbeing. Includes the areas of Student Financial Aid & Awards, Student Access & Wellbeing (including Counselling & Student Development, Student Health Services, Accessibility Services), Student Housing, Workplace Education (Co-Op), Student Life (including Recreation Services) and all related service delivery.
- Leads development and/or enhancement of division policies, practices, standards, processes, and systems to optimize service delivery. Reviews and analyzes critical business issues, identifies opportunities for improvement, and implements solutions.
- Works closely with a broad range of Institute stakeholders, including the Schools, other service units, and the Student Association to identify and understand student needs, advocate to improve student support, ensure fair process, and promote student engagement and success. Provides consultation and oversight to policy development and management of student judicial affairs. Provides direction in the management of cases of non-academic student conduct issues, which

may including investigations and make decisions and/or recommendations under Institute policy. May act as VP's designate in the resolution of formal and informal student complaints.

- Delivers reports and presentations on the status of Student Success challenges and achievements. Collaborates with the Manager, Student Operations on budgeting and financial reporting. Reviews program delivery, service levels, and project progress, recommending and implementing adjustments to achieve planned outcomes.
- Participates in professional organizations and remains current in emerging best practices in student success programs and services.
- Manages Institute's response to serious student crisis situations, including those of a threatening nature, working collaboratively with senior leadership, Human Resources, legal counsel, and Safety, Security, and Emergency Management.
- Ensures effective liaison with Ministry, health authority, government agencies and business/community organizations to address evolving program and service demands, and negotiate/advocate for necessary changes in support of student success.
- Provides leadership, knowledge and expertise at a broad Institutional level on a variety of committees, task groups and Institute projects.
- Manages reporting staff, overseeing and participating in selection, coaching, mentoring, development, performance management and all other people-management practices.

QUALIFICATIONS & REQUIREMENTS

- Master's degree in educational leadership, student development, adult learning, or other related discipline
- Minimum 10 years' experience in progressively responsible roles, including 5 years recent senior leadership experience in a post-secondary institution
- An equivalent combination of education and experience may be considered
- Expert knowledge of the concepts, theories, practices and standards of the student services function, and related academic challenges
- Advanced business acumen with skills in developing strategic and operational plans
- Advanced communication and interpersonal skills, with ability to work collaboratively with all levels of Institute, student groups, Ministry, health authority, government agencies, business/community organizations, secondary schools and other post-secondary institutions
- Demonstrated ability to lead change and innovation, and to deliver on strategic commitments in a multi-stakeholder environment
- Advanced ability to apply sound judgment in problem solving, evaluating courses of action, and making decisions on complex matters
- Strong project leadership skills with ability to plan and manage broad student success initiatives
- Strong people leadership skills and ability to manage a reporting team, involving all aspects of people management practice
- Computer literacy is essential, knowledge and experience related to student information systems an asset