



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

L9 P23 R4074 HWY 596 - Box 109

Keewatin, ON P0X 1C0

Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/07/18

MANAGER, INTERNATIONAL & EXCHANGE STUDENT EXPERIEN

Job ID	63303-1978	
Web Address	https://careers.indigenous.link/viewjob?jobname=63303-1978	
Company	McMaster University	
Location	Hamilton, ON	
Date Posted	From: 2024-07-02	To: 2050-01-01
Job	Type: Full-time	Category: Education

Description

Department, Unit or Project Description:

Student Affairs

Student Affairs comprises eleven divisions that provide diverse services and programs that support student life and engagement beyond the classroom to enhance students' academic experience. As partners in learning, Student Affairs units collaborate, communicate, coordinate, and co-create programs and services with colleagues across campus, including Faculty and Program stakeholders. Dedicated to the success of the whole student, Student Affairs units integrate seamlessly to provide a welcoming and inclusive space for students that supports their well-being and belonging and sets a foundation of support for transformation and growth. This personalized, engaging, and holistic student experience is intended to promote personal growth, support health, self-efficacy, and well-being, and enhance a sense of belonging, inclusive community, and connectedness of all students within the McMaster University community.

Student Success Centre

The Student Success Centre (SSC) serves an integral, central role in the development and provision of innovative programs and services to students in the areas of First-Year Experience (including outreach, access, transition, and orientation, financial education and support); Academic & Writing Skills Development; Career Counselling, Employment, Entrepreneurship, and Experiential Learning; International and Exchange Student Experience (IESE); Spiritual Care and Learning; Leadership Development; and Student Community Relations. The Student Success Centre works in strong collaboration with Student Affairs, Faculty, and University partners, and with external community partners through the Office of Community Engagement (OCE). The vision for the SSC is for all students and alumni to thrive and realize their academic, professional and personal aspirations. The McMaster University 2021-2024 Institutional Priorities and Strategic Framework, as set forth by University President David Farrar, highlights the key priority of advancing and supporting innovation in teaching and learning. The Student Success Centre, within Student Affairs, undertakes a lead role in the development of a holistic student experience, beginning in the first year and extending beyond the classroom, which fundamentally supports the transformative learning of students.

Job Summary:

The Manager of International and Exchange Student Experience, will lead a professional interdisciplinary team responsible for facilitating the integration and transition of international, 2 mobility, and exchange students into the Hamilton and McMaster communities. The team also offers essential advice on immigration and insurance matters and advises students on the services and programs available to them at the university.

Reporting to the Associate Director, Career Development, Employment and International Student Success, the role will drive the creation of innovative, responsive and professional programs and services. As the leader, responsible for this unit, they will set and execute priorities for the team, playing a pivotal role in ensuring the success of our international, mobility and exchange student community. The role will contribute to fostering an inclusive, positive and enriching educational and cultural experience for students during their time at McMaster.

The manager position will prioritize the well-being of international, exchange and mobility students during their time at McMaster and beyond. Building and strengthening relationship with various campus, off-campus and institutions abroad will be essential to advancing our international student strategy. As such collaboration with departments such as the Office of International Affairs, Housing and Conference Services, Faculty stakeholders and the Registrar's Office will further enhance the work of the team in this space. The primary focus will be on providing guidance, support and leadership to the team as they navigate the increasing volume, complexity and diverse scope of responsibilities. Addressing critical cases concerning international, mobility and exchange students will require sound judgement, responsiveness and strong collaboration with both on-campus and off-campus partners, as well as institutions abroad.

This role will also be instrumental in developing holistic programming to support students' personal, professional and academic journeys, ensuring their well-being and success throughout their time at McMaster and in their transition to life after McMaster.

Accountabilities:

Nature and Scope In conjunction with the Associate Director, Career Development, Employment and International Student Success contributes to the strategic and operational planning processes for the International and Exchange Student Experience (IESE) Office including the development of the vision and strategic goals. Develop and foster a strong working relationship across the units within the portfolio of the Associate Vice-President (Students and Learning) and Dean of Students in Student Affairs in order to ensure the creation and implementation of successful and meaningful programming and an outstanding university experience for international, mobility and exchange students. Develop, redesign, implement and manage a broad range of customized student support services including pre-arrival support, academic, educational and social programs, peer mentoring programs and support for visa and immigration issues in collaboration with departments and Faculties at the university

- Develop, redesign, implement and manage: An international student orientation program offered in September and January supplementing the regular orientation program Specific orientation and support services for international, mobility and exchange students

- Ongoing social activities

Develop, implement, and manage joint programs providing seamless transition for international, mobility and exchange students entering McMaster and successful continuation in their academic programs. Provide leadership and direction for the IESE Office to ensure it is responsive and provides a centralized resource on all issues related to international, mobility and exchange students and their families. In partnership with the Office of International Affairs, effectively support the management, update and expansion of McMaster's student exchange agreements ensuring that McMaster students have a broad range of enriching and safe international exchange and mobility opportunities and that McMaster is being reciprocated with equally high-calibre incoming exchange and mobility students. Ensure international, mobility and exchange students are provided with appropriate direction and support in relation to their immigration status while understanding and respecting the limitations placed on the IESE Office by legal parameters set out by Immigration, Refugees and Citizenship Canada (IRCC). Ensures Faculty and academic department partners are aware of and work in alignment with applicable legislation and University-wide policies, processes, and procedures, including insurance, risk management and financial management. Monitor and report on the availability and effectiveness of support for international, mobility and exchange students and outgoing and incoming student researchers and exchange students. Carefully and effectively assess any and all risks that are associated with sending students abroad and provide timely and accurate advice to students, their families and the internal McMaster community, in consultation with the Chief Risk Office – Enterprise Risk Management Program, to limit risk to individuals and the community. Works closely with partners in the Office of International Affairs to address challenges that may arise in supporting McMaster University students abroad. Serves as the main point of contact for exchange and mobility students abroad in the case of an out of country emergency. Oversees the content for pre-departure orientation sessions offered to outgoing exchange students and student researchers. Collaborates with academic units and departments on campus which offer programs with international components.

Specific Accountabilities Manage and provide leadership for the International and Exchange Student Experience (IESE) Office for all international and exchange students to ensure their successful integration in McMaster University. This includes the development, implementation and evaluation of programs, supports and services. Develop and promote

positive relationships with faculty and related student service divisions, student groups, and Faculty and academic department partners to develop and implement policies and programs and services to enhance the students' personal, academic and professional development and success.

- Increase international and exchange student participation in IESE programming. Increase the number of international and exchange students contacted pre-arrival with a goal of increasing their readiness to be success university students. Manage and enhance the IESE International Peer Mentor program for international students and design strategies to enhance participation. Create targeted communication plans and publications for international and exchange students, parents and families. Build, lead and manage a team of staff by participating in hiring qualified individuals, leading the orientation and mentoring of staff, developing and providing opportunities for staff growth, and maintaining professional standards and performance management of staff.

- Plan and manage the IESE Office's financial resources by developing, implementing and monitoring annual operating budgets.

Qualifications:

Education: Master's in a field related to higher education administration, Student Affairs, education, or a related equivalent preferred. A Bachelor's degree and/or an equivalent level of experience and/or training will be considered.

Experience: Minimum of five years related experience in a university, college or educational environment that includes: Developing, implementing and managing programs for students. Working with culturally diverse populations. Leading and managing a multidisciplinary team Excelling in a high demand, fast paced environment that requires a strong orientation for and understanding of administrative processes Building and fostering relationships with a broad range of stakeholders and organizations

Knowledge/Skills: Demonstrated ability to function independently exercising operational and strategic initiative Experience with risk management as it pertains to mobility and settlement in Canada and outside of Canada Experience working in a global context and interacting with individuals from different professional backgrounds that support education globally would be considered an asset Licensed as a Regulated International Student Immigration Advisor (RISIA) or a Regulated Canadian Immigration Consultant (RCIC) is or working toward meeting these designations. Skills Excellent problem solving, analytical and decision making skills Superior interpersonal skills including a strong student service focus Superior demonstrated sensitivity and understanding to issues faced by international and exchange students and their families Ability to listen, consult and implement decisions Strong team building skills that will maintain a highly effective staff and working environment Excellent communication skills: written, verbal and presentation; including the ability to communicate effectively and develop partnerships at all levels within the organization including senior management, academic units and student service units Strong organization and project management skills Superior skills in leading people and teams, performance management and supervision. Superior ability to understand, breakdown and build processes that will increase the efficiency and effectiveness of services and programs Additional language skills both written and oral a definite asset.

For more information, visit McMaster University for **MANAGER, INTERNATIONAL & EXCHANGE STUDENT EXPERIEN**