



Student Affairs Manager, Fraser International College, Burnaby, British Columbia

Full time, ongoing

Navitas is a diversified global education provider that offers an extensive range of educational services for students and professionals including university programs, language training, workforce education and student recruitment.

Fraser International College (FIC), in partnership with Simon Fraser University, offers university pathway programs to international students and is based on the campus of Simon Fraser University in Burnaby. FIC is managed by Navitas Limited with colleges in Canada, Australia, Singapore, Zambia, Lusaka, Sri Lanka and the United Kingdom.

Position Purpose:

The Student Services Manager assists the Academic Director to efficiently and effectively manage operations of the Academic Department in the delivery of FIC's academic and student welfare programs.

This incorporates responsibilities for student academic needs and quality assurance throughout the academic program.

You will be reporting to the Academic Director at the Fraser International College (FIC).

Key Responsibilities

1. Supports the Academic Director in all areas of the academic unit, ensuring students have a smooth transition into the College and the University.
2. Coordinate departments within the College to create a customer-focused culture, ensuring services, facilities and the experience of the student is a positive one to prepare students for their university experience.
3. Assist in the management of the Academic Department, including
 - Day to day management of front desk services and staff
 - Day-to-day management of Student Advising staff
 - Monitoring of performance of Student advisors

4. Develop and implement and evaluate programs to advise and provide assistance to students in ensuring access to appropriate support, referral and advocacy services, focussing on student diversity and engagement.
5. Assist the Academic Director in developing continuous quality assurance policies and procedures for the delivery of programs.
6. Liaise with SFU personnel with respect to student services and access to resources and facilities
7. Develop, implement, and manage programs and services which assist with student development and transition which includes, but is not limited to:
 - Orientation and Graduation
 - Student Leadership Programs
 - Career Workshops
8. Manage student enrolment processes, liaising with FIC IT team and FIC Senior Management team to ensure a smooth enrolment period for new and returning students.
9. Assist the Academic Director with strategic/operational planning of the College.
10. Other duties as required.

Essential Skills, Knowledge and Experience

1. A degree in a relevant field from a recognized university
2. Experience in a higher education environment in a student affairs generalist role.
3. Demonstrated ability to develop, promote, implement and evaluate programs that support student services, including those focussed on transition, orientation, and retention.
4. Demonstrated leadership and coordination skills in the capacity to manage all functions of a busy office.
5. Demonstrated high-level interpersonal, communication and negotiation skills, with demonstrated ability to deal with confidential and sensitive matters.
6. Demonstrated written communication skills that enable the appointee to compile, present and disseminate reports and submissions.
7. Ability to organize and prioritise multiple issues/tasks of varying priorities.
8. Sound knowledge of equal opportunity, equity and workplace health and safety principles and ability to implement them at the strategic and/or operational level.
9. Demonstrated ability to work in a team environment.
10. Demonstrated commitment to continuous quality assurance.
11. Experience in the supervision of staff
12. Legal right to work in Canada

13. Hours of work may vary dependent on College needs.

Desirable Skills

1. Experience in a pathway College.
2. Experience in a multicultural environment or with international students

What We Offer

Navitas is an Equal Opportunity Employer. We offer a competitive compensation and benefits package, and are a values-driven employer.

Please send your cover letter, resume, and 3 references as **one file** to hr-canada@navitas.com. Please ensure that this document is saved using the naming convention of your last name, then first name (Smith, Joe_Resume).

Applications will be accepted until September 30, 2016

Successful applicants will be subject to relevant pre-employment checks, and a Criminal Background Check.