



Associate Director, Student Experience

Description of the College

Fraser International College (FIC), in association 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, the USA, Australia, Singapore, New Zealand, and the United Kingdom.

For more than two decades, Navitas has accelerated the internationalization of university campuses around the globe, providing international students greater opportunity and access to high-quality learning experiences.

Navitas is seeking to employ an **Associate Director, Student Experience** to join our North American team in **Burnaby, Canada**.

TO APPLY:

Please send your cover letter, resume, 3 references in one file to HR-NavitasNA@navitas.com. Applications will be accepted until the position is filled.

THE ROLE:

The Associate Director, Student Experience works with the College Director and Principal on the College's strategic direction, management, and support of student outcomes, student experience, and academic rigour.

The position is responsible for academic quality compliance, holistic student support services and programming, strategic enrolment management, staff management, staff development, and budget oversight.

The Associate Director, Student Experience manages the student success and student experience teams.

KEY RESPONSIBILITIES:

- Act as a member of the senior management team and assist in the management of all aspects of the College
- Assume responsibilities of the College Director & Principal, when required
- Develop and enhance strategic relationships with senior administration of the university partner
- Collaborate with UP support service units in all areas of the student life cycle, including but not limited to orientation, health and welfare services, critical incident response, transitional support, and alumni engagement
- Lead, support, and develop the student and academic affairs professional staff
- Administer the strategic enrolment management systems of the college with an emphasis on retention, success, and student experience

- Develop, implement, and maintain a policy library that supports college operations and student success
- Oversee holistic student programming rooted by theoretical framework and evaluate for effectiveness in achieving strategic goals
- Ensure compliance of regulatory requirements in preparation for reporting, analysis, and presentation
- Manage and be accountable for the approved academic budget and ensure efficient and effective resource allocation
- Provide strategic direction and support for the development of new programs and courses to meet the needs of the College's students
- Maintain breadth of knowledge required to engage in one-on-one advising of college students
- Engage with industry best practices in the field of international education
- Other duties as required

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE:

- Tertiary level qualifications from a recognized university, preferably at postgraduate level, and preferably in a field related to international education
- Significant work experience in administration and management within an educational environment
- Leadership and management skills at both strategic and operational levels, including effective management of resources, finances, and people
- Strong experience in student affairs and academic administration
- Superior interpersonal, communication, presentation, and negotiation skills, with demonstrated ability to deal with confidential and sensitive matters
- Demonstrated excellence in written communication skills
- Proven ability to initiate, lead and implement change to improve the efficiency and effectiveness of operations – preferably in an educational setting
- Innovative thinking
- Proactive organisational and analytical skills
- Ability to communicate ideas effectively
- Sound knowledge of equal opportunity, equity and workplace health and safety principles and ability to implement them at the strategic and/or operational level
- Demonstrated ability to work in a team environment
- Legal right to work in Canada
- Demonstrated ability to manage high-stress crisis situations
- Experience in the supervision of staff
- Experience managing student-led programming and events
- Must be willing to be listed on the Emergency contact list for the institution

Desirable Skills

- Experience working in a higher education environment
- Experience in a multicultural environment
- Experience managing student conduct
- Experience working with international students in a services focussed environment
- Understanding of pathway programming, marketing and recruitment

What We Offer

Navitas is an Equal Opportunity Employer. We offer a competitive compensation and benefits package, and as a values-driven employer's successful applicants will be subject to relevant pre-employment checks, which may include a Criminal Background check and professional references checks.

Please be advised that candidates with the legal right to work in Canada at time of application will be considered.

