

Director of Admissions, Canada

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.

Position

Navitas is seeking to employ a **Director of Admissions, Canada** to join our North American team in **Burnaby, BC**.

The Director of Admissions is responsible for leading the admissions strategy and process flow management for all Navitas Canada colleges. The role will be responsible for ensuring that the function of admissions is carried out to class-leading standards.

Key Relationships

- Vice President - Marketing and Recruitment, North America
- ARC Team Members
- Directors of Marketing & Recruitment
- Navitas Global Recruitment Team Members
- University Partner's Admissions Teams
- College Directors
- Director of Marketing Communications
- Navitas Educational Advisors
- Local regulatory bodies (ex. BCCAT)
- Director of Admissions - USA

Key Responsibilities

The Director of Admissions role will be responsible for:

- Leading and influencing admissions staff within the ARC team to ensure they diligently follow process, policies and procedures
- Providing reports on key performance indicators and implementing corrective and improvement actions
- Analyze data and report on trends and recommend changes to admission levels
- Performance Management of admissions staff
- Designing and applying best practice in Admissions workflow and processing
- Liaising with senior management (to brief them on trends, issues and other matters of concern with regard to Admissions)
- Ensure agreed service level agreements are upheld

- Oversight and reporting on any regulatory changes

The Director of Admissions will establish strong links with key stakeholders (see below) in order to ensure:

- Alignment to Navitas and University Partner admissions policies, processes and procedures
- Appropriate accuracy and speed of application processing
- That the ARC delivers maximum impact in regards to admissions processing

The Director of Admissions is expected to work effectively within a cross-functional, multi-centered team environment.

Key Result Areas

Management

- Ability to motivate, train, coach Admissions staff and the Global Recruitment Team on ARC processes and procedures
- Oversee hiring and professional development of all Admissions staff
- Identify gaps in admissions coverage, vacation to peak season

Stakeholder engagement

- Respond to College leadership, global recruitment team members or educational advisor grievances on admissions concerns

Admission Handling

- Ensure that applications are processed and documents collected through enrolment to a high standard in a timely and accurate manner, benchmarked against appropriate key performance indicators
- Physically processing applications on an as-needed basis
- Monitoring of application source results
- Ensure accuracy and efficiency of transcript evaluation, transfer credit evaluation, processing, and offer generation

Process Management

- Ensure that all documentation, policies, processes and procedures that relate to admissions are recorded, up to date and adhered to by all team members at all times
- Ensure processing times are in line with the Navitas standard of 24-48 hours
- Responsible for day to day maintenance of generating application plans per market
- Create and generate reports relevant for staff and management
- Monitor internal and external admissions trend data and provide recommendations for continuous improvement related to admissions standards and changing market conditions
- Management of English language testing PVT
- Ensure appropriate training for all staff of ALL Navitas systems, in particular, Salesforce

Compliance

- Ensuring compliance with relevant legislative requirements and authenticity of transcripts

Assisting Conversion

- Assist the conversion of applications

Marketing Communications

- Ensure all promotional materials admissions criteria information by country is updated and correct on all printed collateral and websites

Other

- Assist in the implementation of any new systems as appropriate
- Carry out other duties as may be required by the Vice President - Marketing and Recruitment, North America

Essential Skills, Knowledge and Experience

Attribute	Essential	Desirable
Qualifications and professional development	Bachelor's Degree	Master's Degree
Knowledge and experience	<ul style="list-style-type: none"> • Experience managing a team of admissions processors • Experience working within an application processing role in a further and/or higher education environment • Experience of working in a process driven, regulatory environment • A working knowledge of international secondary and tertiary education as well as transfer credit systems • Demonstrable experience of creating, and working to, strict processes, policies and procedures • Proven ability to organize workload and to cope with a variety of task demands • Proven ability to adhere to deadlines and prioritize accordingly in a competitive environment • Flexible attitude to work including a willingness to work weekends and evenings when required in support of student and administrative activities • Proven ability as a team player 	<p>A working knowledge of pathway provision</p> <p>Experience of utilizing a sophisticated CRM system</p>
Skills	<ul style="list-style-type: none"> • Impeccable ability to develop and adhere to rigid processes • Proven ability to manage and mentor teams and train new staff in complex processes and procedures 	Foreign Language skills

Attribute	Essential	Desirable
	<ul style="list-style-type: none"> • Proven ability to achieve against a series of deliverables and KPIs • Ability to 'think outside the box' and solve complex problems • Effective interpersonal skills with a variety of cultural and ethnic stakeholder groups • Computer literacy skills inclusive of demonstrated competence with the Microsoft Office suite - PowerPoint, Excel, Word and Outlook • Ability to generate and analyze reports, data and identify trends • Proactive work habits 	
Personal Attributes and Values	<ul style="list-style-type: none"> • Ability to perform and deliver to a high standard • Comfortable working in a matrix environment 	Resilient in pursuit of excellence

What We Offer

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

To Apply

Please send cover letter, resume, and references in **one file** to hr-canada@navitas.com.

Applications may be considered for similar positions.

Applications will be accepted until **11:59pm Pacific Standard Time on Sunday, January 20, 2019.**

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.

