



Student Success Manager

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 **Student Success Manager** to join our North American team in **Burnaby, Canada.**

The Student Success Manager works with the Associate Director, Students on the College's strategic direction, management, and support of student outcomes, student experience, and academic rigour. The position is responsible for student academic advising, holistic student support services and programming, strategic enrolment management, staff management, and staff development. The Student Success Manager leads the student success advisors to ensure student welfare, retention, and success.

Key Relationships

- Members of the UP community, including but not limited to international student services, health and counselling, housing, and registrar's office
- College students and alumni
- Instructors
- Counterparts in other colleges within the division

Key Responsibilities

- Support the Associate Director, Students in the management of the Academic Department with all areas of student life, ensuring students have a smooth transition into the College and to the University Partner
- Develop holistic student programming rooted by theoretical framework(s) and evaluate for effectiveness in achieving strategic goals, including but not limited to:
 - Workshops
 - Programming for high-achieving students
 - Programming for at-risk students
 - Social diversity and inclusivity
 - Social engagement
 - Community engagement
- Provide strategic direction and support for the development of advising, referral, and advocacy services to meet needs of the College's students
- Lead, support, and develop the professional and paraprofessional staff reporting to the role

- Implement the strategic enrolment management systems of the college with an emphasis on retention, success, and student experience
- Ensure compliance of regulatory requirements in the compilation of data in preparation for reporting, analysis, and presentation
- Assume accountability for the approved academic budget and ensure efficient and effective resource allocation
- Develop systems for on-going training of advising competencies for college staff
- Creation and maintenance of academic communication resources
- Maintain breadth of knowledge required to engage in innovative approaches of advising services for college students
- Manage academic integrity and student conduct policies
- Engage with industry best practices in the field of student advising
- Other duties as required

QUALIFICATIONS AND SELECTION CRITERIA

Essential Skills, Knowledge and Experience

- Bachelor's degree, Master's preferred
- A degree in a relevant field from a recognized university
- 3-5 years' experience working with international students in higher education areas of academic advising and student support
- Experience in the supervision and management of staff
- 2+ years of management and leadership experience
- Experience in a higher education environment
- Demonstrated leadership and coordination skills in the capacity of in a student success, including those focussed on advising and academic performance
- Demonstrated ability to develop, promote, implement and evaluate programs that support student success, including those focused on transition, orientation, and retention
- Understanding of academic expectations and the difficulties faced by students undertaking post-secondary studies, particularly transitional issues, with the demonstrated ability to deal with confidential and sensitive matters
- Demonstrated leadership and coordination skills in the capacity to manage all functions of a busy office
- Demonstrated high-level interpersonal, communication and negotiation skills, with demonstrated ability to deal with confidential and sensitive matters
- Demonstrated analytical and written communication skills that enable the appointee to compile, draft, and present reports and submissions
- Ability to organize and prioritise multiple issues/tasks
- 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 effectively in a team environment
- Demonstrated commitment to continuous quality assurance
- Strong writing skills and ability to write and analyse reports based on student data
- Excellent written and verbal communication skills in English
- Strong presentation skills
- Strong problem-solving skills
- Demonstrated experience and commitment to quality assurance in teaching and learning and student support



- Legal right to work in Canada
- Hours of work may vary dependent on College needs

Desirable Skills

- Exposure to the academic needs and requirements of international students
- Experience in a pathway college
- Experience in a multicultural environment and/or with international students
- Mental health first aid training
- Bi-lingual or multi-lingual skills

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 your cover letter, resume, 3 references in **one file** to hr-canada@navitas.com.

Applications will be accepted until the position is filled.

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.