#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Team Lead, Coordinator, Articulation & Transfer Pathways

**Job Number:** A-428 | VIP: 1694

**Band:** OPSEU- 9

**Department:** Trent University Durham

**Supervisor Title:** Dean & Head, Trent University Durham

**Last Reviewed:**  October 5, 2021

#### **Job Purpose:**

Reporting directly to the Dean & Head, Trent University Durham, in consultation with the Office of the Provost & Vice-President, Academic, the Team Lead, Coordinator Articulation & Transfer Pathways provides support and coordination for all aspects of articulation and credit transfer pathway development, implementation and administration with a particular emphasis on enhancing articulation agreements with colleges in particular Fleming College, Durham College and Centennial College, and with international academic partners. Coordinates other projects and initiatives relevant to articulation and credit transfer pathways.

#### Key Activities:

##### Pathway Development & Maintenance

* Develops new articulation, pathway, and joint program initiatives with community colleges and international partners. Conducts research of articulation programs in place at other institutions and analyzes sector trends. Receives partner curriculum and course outlines and distributes to appropriate departments for review and evaluation. Summarizes results of assessments and transfer credit assignments. Maps transfer credit assignments with program requirements to determine feasibility and quality of agreement and strategizes accordingly. Prepares draft agreements for review and discussion with the Dean and Head, Trent University Durham. Coordinates agreement approvals and signing processes. Liaises with Trent faculty and staff and community college and international partners as required.
* Overcomes barriers to pathway development by identifying solutions and consulting Dean and Head, Trent University Durham and other leadership, as required.
* Oversees the maintenance of Trent’s inventory of articulation and joint-program agreements and tracking of agreement development, review, and expiry schedule. Communicates the need for review and revision process with the Dean and Head, Trent University Durham, academic departments, Trent international, and community college and international partners. Initiate processes as directed, ensuring internal and external requirements are adhered to.
* Oversees monitoring of internal and external curriculum changes. Facilitates assessments and updates, as required, ensuring that changes do not negatively impact partnership. Renegotiates agreements, as required, and manages cohort variations within agreements. Oversees the maintenance of external curriculum tracking and maintains records of cohort-based transfer credit blocks for each agreement.

##### Sector Engagement

* Main point of contact responsible for developing and maintaining relationships with key external partners. Participates in external committees, such as College Program Advisory Committees and Ontario Council on Articulation and Transfer groups, as required.
* Oversees staff scheduling and coordinating of logistics for multi-institutional meetings for pathway and articulation projects. Attends meetings and ensures production of materials, draft reports, and meeting notes, as required.
* Coordinates college information sessions, focus groups and other events in support of specific transfer programs and initiatives, in collaboration with staff in Recruitment and Admissions. Examples of events include: Community College open houses, GAS Transfer programs, SSW to BSW agreement focus groups, etc. Information sessions for college students with respect to Trent University. Maintains record of key faculty and student contacts for such events. Develops support materials and collaborates with Transfer Enrolment Advisor about promotional strategies. Undertakes logistical arrangements and attends events, as required.

##### Research & Analysis

* Collaborates with Institutional Research to maintain articulation and transfer reports. Monitors trends to determine partnership opportunities, areas of growth and pathway success.
* Recommends feasibility and quality of partnerships and areas of growth based on curriculum mapping, enrolment data, program synergies and sector trends.
* Responds to concerns about issues relating to unique pathways, partnerships or circumstances. Identifies solutions and consults Dean and Head, Trent University Durham and other leadership, as required.
* Monitors performance of students transferring to Trent University through articulation agreements and pathways, and recommends review of current agreements to better foster student success, if required.
* Identifies opportunities for external funding and activities related to articulation agreements and transfer pathways. Supports the Dean and Head of Trent University Durham in the completion of funded credit transfer projects.

##### Communication & Reporting

* Produces Credit Transfer Institutional Grant (CTIG) annual plans and reports in collaboration with Dean and Head, Trent University Durham, and Recruitment and Admissions.
* Produces reports, as required, monitoring performance of students in specific articulation programs; course analysis of similar programs at several colleges; number of students pursuing specific agreements.
* Oversees the maintenance and accuracy of internal and external resources, such as Academic Calendar listings and Trent’s transfer viewbook. Ensures relevant departments have access to information required to properly support prospective and current students, process applications and apply transfer credits.
* Provides detailed information to the public, students and staff regarding articulation agreements and transfer pathways via telephone, e-mail and in person. Provides consultation about agreement text to internal and external stakeholders. Responds to correspondence on own initiative and refers inquiries when necessary.
* Provides ongoing support and guidance to Articulation and Transfer Pathways Assistant. Ensures accuracy of tasks, as required.

##### Technology & Administration

* Oversees the maintenance of Trent’s pathway agreements on the Ministry of Training, Colleges and Universities’ ON Transfer database to ensure that Trent’s transfer agreement information is current. This includes supervision of employee(s) responsible for monitoring review timelines, revising/updating records of existing agreements and adding new agreements, as well as providing assistance as needed with these processes. Remains current on Ministry-mandated database requirements and ensures appropriate individuals are granted access.
* Maintains Trent’s internal transfer credit database for pathway transfer credit blocks.
* . Maintains the Transfer Agreement webpage, ensuring up-to-date and accurate information.
* Oversees the maintenance of the Articulation and Transfer Pathway internal database for accurate tracking, reporting and contact purposes.

#### Education Required:

* Honours Bachelor’s Degree (4 years).

#### Experience/Qualifications Required:­­

* Minimum of three (3) years of administrative experience in a post-secondary environment. Preferred candidates will have experience and be knowledgeable with academic programming in both the college and university sectors.
* Experience with programming that must meet regulatory and/or programming requirements.
* Superior administrative, organizational and supervisory skills. The demonstrated ability to take initiative and to prioritize work in a high volume office is essential.
* Excellent interpersonal and communication skills; ability to represent the university professional in interactions with internal (faculty, staff, students) and external (community college faculty, staff and students, government officials) communities is essential.
* Demonstrated ability to work cooperatively with others in a complex work environment. Multitasking skills and meticulous attention to detail are essential.
* Word processing/computer knowledge and experience essential, including expertise with Microsoft Office Suite, Datatel and Drupal. Web researching skills essential.
* Must be able to work flexible hours.
* Must be willing to travel, primarily within the Greater Toronto Area.
* Must hold a valid Ontario (or equivalent) Driver’s License – Class ‘G’ minimum with at least three years driving experience and a good driving record.

#### Supervision:

* Lead hand to Articulation & Transfer Pathways Assistant.
* Provides training, guidance and direction on all matters relating to articulation and transfer pathways portfolio, and assist employee in tasks related to maintenance and tracking of transfer and articulation agreements.

**Job Evaluation Factors:**

##### Analytical Reasoning

* Considers research about sector and other partnerships, data and trends, program synergies, potential enrolment impacts and partnership potential/current relationship when considering prospective projects and priorities, as well as department capacity.
* Determines feasibility and quality of projects and partnerships based on synergies, reputational impacts, and potential for student success.
* Oversees multiple projects, priorities and contacts simultaneously, and manages time appropriately.
* Uses judgment to arrive at solutions for issues arising that are unique to specific programs, partners or circumstances, and consults necessary individuals as required.

##### Decision Making

* Uses sound judgement in discussions with internal and external partners to manage varying expectations and preferences. Considers anticipated project feasibility and communicates appropriately in order to maintain positive relationships and University reputation.
* Uses available data, trends and research to propose new partnerships and projects. Consults with Dean and Head, Trent University Durham, appropriate departments and deans, and/or external contacts to advance projects.
* Screens external curriculum and determines appropriate department to improve efficiency when requesting transfer credit assessments.
* Leads task delegation and collaboration with the Articulation and Transfer Pathways Assistant.

##### Impact

* Quality of work is critical to ensure a smooth student experience and positive reputation (ie. identifying and addressing prerequisite issues, learning gaps, scheduling requirements and partner requirements). Ensures agreements reflect current curriculum internally and externally for adequate academic preparation and student success at the University.
* Maintains accurate and up-to-date records and resources to ensure appropriate advising of prospective and current students, reporting, application of accurate transfer credit blocks and appropriate processing of transfer student applications.
* Develops and maintains relationships with external partners to maximize opportunities for cross-institutional collaboration, externally funded activities, and recruitment-oriented projects.
* Collaboration with external partners impacts the reputation of the University within the sector.

##### Responsibility for the Work of Others

* Articulation and Transfer Pathways Assistant – team lead providing guidance on all matters relating to articulation and transfer pathways portfolio, and assist employee in tasks related to maintenance and tracking of transfer and articulation agreements.

##### Communication

Internal:

* Dean and Head, Trent University Durham – receive direction and engage in regular discussions about strategies, partnership and funding opportunities, and priorities
* Articulation and Transfer Pathways Assistant – provide guidance and engage in regular discussion about current projects and distribution of tasks
* Office of the Provost and Vice-President Academic – receive direction on institutional priorities and committee preferences, request approvals for agreements and projects
* Deans – discuss decanal priorities and partnership opportunities, request approvals for agreement drafts and partnerships
* School Directors/Department Chairs – collaboration on partnership opportunities and priorities, send requests for curriculum assessments
* Recruitment and Admissions – provide guidance about agreement text and requirements, provide support for application discrepancies, provide resources, communicate relevant information for application processing
* Academic Advisors – provide guidance about agreement text and requirements, provide support for student transfer credit discrepancies, communicate relevant information
* Communications – provide information about new partnerships for promotion, connect department to appropriate partner contacts
* Administrative staff – scheduling of multi-institutional meetings

External:

* Pathways contacts at partner institutions (ie. Pathways Officers, Chairs, etc) – partnership and agreement development, brainstorm partnership opportunities, discuss priorities
* Senior leadership at partner institutions – discussions about priorities and strategic oversight
* Ontario Council on Articulation and Transfer – ON Transfer database maintenance and feedback, funding opportunities, University representative for various groups
* Administrative staff – scheduling of multi-institutional meetings

##### Motor/ Sensory Skills

* Communication – must effectively engage in conversation and comprehend information received from others. Ability to maintain conversation and encourage further discussion by connecting ideas and providing prompts. Ability to articulate intricate procedures and policies.
* Written – ability to effectively explain intricate procedures and policies. Maintaining effective and thorough written records.
* Keyboarding and dexterity - ability to engage in computer-based tasks, such as word processing, e-mail and database engagement using accuracy and efficiency.
* Visual – continual focus on electronic and printed documentation, while maintaining accuracy and attention to detail.

##### Effort

Mental:

* Concentration and Focus – ensures meticulous attention to detail and accuracy amidst interruptions. Shifting focus between a multitude of projects with competing deadlines, as required.
* Diplomacy – manages differing opinions, priorities, and direction when developing and maintaining partnerships and agreements, both internally and externally. Uses tact and discretion when communicating projects that cannot move forward and other relevant matters to maintain positive working partnership.
* Multi-tasking – advances multiple projects with numerous stakeholders simultaneously while meeting deadlines and managing competing priorities.
* Problem solving – identifies appropriate solutions to issues unique to specific partnerships, pathways or circumstances to present to Dean and Head, Trent University Durham and other University leaders.

Physical:

* Mobility – travel to meetings and events
* Stationary – sitting for extended periods of time at workstation

##### Working Conditions

Physical:

* Stationary – sitting for extended periods of time at workstation

Psychological:

* Limits of control – requirement to rely on internal and external partners to agree on project advancement and goals, to conduct curriculum assessments and draft reviews, and to consider how program requirement changes may impact pathways and partnerships.
* Stress – balances expectations and priorities of internal and external partners, while maintaining positive relationships despite potential differing opinions. Manages high volume of work among multiple projects.
* Competing priorities – manages multiple projects while shifting focus between priorities to ensure advancement of all initiatives. Balances a large number of contacts and stakeholders for a multitude of projects