**Department of Human Resources**

**Exempt Job Description**

**Job Title:** Manager, Community & Workplace Partnerships

**Job Number:** X-355 | VIP: 1038

**NOC:** 0423

**Band:** 7

**Department:** Co-op, Careers & Experiential Learning

**Supervisor Title:** Director, Careerspace

**Last Reviewed:** April 11, 2022

**Job Purpose**

The Manager, Community + Workplace Partnerships involves overseeing and leading the Skills Development Fund: Community Concierge Project, and Trent’s Community-Based Research program, supporting and enhancing employment and ongoing educational opportunities for students and new graduates; overseeing the cultivation of existing and potential experiential learning opportunities and partnerships; ensuring the successful preparation and placement of students; and representing the university in issues pertaining to careers and experiential education.

The Community Concierge Project will involve working with a number of regional partner organizations, emerging and recent graduates of Trent University, and local employers. The project will ensure success for participants, namely rural degree holders and employers through the identification of talent pipelines and the establishment of multi-year partnership agreements between Trent University and employers in the region. This position plays a critical role in supporting Trent University’s commitment to providing students with experiential learning (EL) opportunities to apply their education in real-world contexts while they are studying and after graduation. With a focus on experiential learning, this role is responsible for developing relationships with partners in the community and fostering opportunity for Trent students to engage in a meaningful way.

**Key Activities**

Community Engagement

* Lead a team to build and strengthen relationships with stakeholders and partners of strategic importance and identify, foster and maintain relationships with potential and existing employers,
* Participate in the community by attending meetings and events, joining working groups and/or boards and be a representative of the university by developing relationships with community partners and employers,
* Ensure that potential and current community partners have a solid understanding of who our students are and how they can collaborate with our programs or hire our graduates, Work with the team to ensure a cohesive approach to partnership development and management, including streamlined and efficient messaging and communication processes,
* Contribute to the development of an annual strategic plan for workplace partnerships and community relations, known as the Employer Recruitment Program (ERP), that will focus on expanding opportunities for experiential learning across all programs as well as hiring of our graduates; this will include an annual plan for outreach to potential partners to coordinate on campus info sessions for students interested in that organization,
* Oversee the planning, execution and promotion of all events related to the ERP, including, but not limited to, employer information sessions (on-campus, virtual and remote), the Career & EL Fair, Graduate and Professional School Expo, Celebration of Research and Community Appreciation,
* Promote all relevant academic and co-curricular programming, as well as student needs and interests to employers and industry contacts as aligned with their needs,
* Oversee the research and analysis of potential employers and recommend student placement opportunities; where necessary, ensure that appropriate contacts in the university are informed,
* Understand the needs of employers by regularly reaching out and ensuring they are aware of the quality and diversity of our student body for hiring during the summer and after graduation,
* Create and oversee the process by which the status of business development initiatives, activities and outcomes can be tracked (through Orbis Outcome)
* Delegate relationship management to team members based on academic subject or industry,

**Experiential Learning Expansion**

* Support and promote experiential learning within the institution and to community partners,
* Remain current in emerging experiential learning theory and practice, such as service learning, work integrated learning, and community-based research,
* Oversee the research and design of experiential learning strategies, policies and procedures,
* Advise faculty and staff of best practices relevant to experiential learning activities,
* Examine and develop, in consultation with partners, ways to streamline and scale up community based research at Trent, while maintaining and enhancing the responsiveness to community needs,
* Work with Trent University Advancement and Community Relations to develop fundraising proposals, grant proposals, and also to identify potential community partners,
* Work with Recruitment, Marketing and Communications to position EL as a key element in the Trent student experience,
* Examine and develop proposals to diversify EL through other opportunities, supported by faculty, academic departments and student services,
* Coordinate the established internal EL Working Group by leading regular meetings with the group to review best practice and emerging trends to continue towards the centralization of policy and process as it relates to EL at Trent.

**Placement Oversight**

* Ensure that the team liaising with colleagues in Careerspace, Academic Advisors, Academic Skills and Student Affairs to ensure that students are referred to appropriate services when and where needed,
* Coordinate all paperwork and agreements with community partners and students to ensure liability and risk is mitigated,
* Oversee the preparation, distribution, receipt and of all assessment forms associated with placements and internships,
* Act as the point person and manage any issues that may arise during the course of an EL opportunity connected to community partnerships,
* Oversee the development and maintenance of a database of all placement sites and community contact through Orbis Outcome,
* Coordinate and advise on all agreements related to placements and internships as well as student insurance; responsible for maintaining an accurate and up to date database of all risk management paperwork for community partners,
* Consult with university legal counsel and risk management as needed,
* Maintain all records associated with student placements.

**Community-Based Research Oversight**

* Work with community agencies and Trent university partners to identify community-based research project partners and research opportunities
* Support Trent staff/faculty in working with community partners to develop research proposals. Key criteria for research proposals include:
  + - Meets demonstrated need for the community partner
    - Has pre-determined expectation with respect to researcher time/capability. Different projects may suit different research models (e.g. individual researcher, class team-based research, longitudinal study, etc.)
    - Meets for-credit academic standards of Trent University, including ethics requirements and applicable research methodology
* Ensure research proposal development minimizes additional work for community agencies and is sensitive to their needs and any organizational limitations they face.

##### **Program Development/Implementation**

* Build upon existing relationships within the institution with various departments to begin to explore options for future experiential education opportunities;
* Research, define and develop job and workplace learning opportunities in conjunction with academic course requirements;
* Integrate in the community to begin a dialogue with local businesses to understand the market and build effective relationships to develop a pool of employers that will align with program development pathways;
* Build up an employer partner database through Orbis, or equivalent to promote Trent students and a range of work integrated learning models within the employer community;
* Work directly with Marketing and Communications to develop a brand and marketing strategy for the Community Concierge Project, as well as individual programs as they develop;
* Oversee the creation and distribution of publications and presentations; and develop and maintain website information and resource library of opportunities;

##### **Strategy Implementation, Budget Management & Administration of the Community Concierge Project**

* Monitor budget for the Community Concierge Project;
* Prepare progress reports and statistics as requested;
* Collaborate with Director in annual strategic planning sessions to establish long and short term goals for the department;
* Oversee the use of the Orbis system, ensuring maximum utilization of the software and efficient and effective system implementation;
* Manage and oversee the implementation of new Orbis modules, including making decisions on the purchase of new modules as needed;
* Oversee the marketing, communication and social media strategy, ensuring a professional presence is maintained on the website, Facebook, LinkedIn, Twitter, etc. and in marketing materials;
* Review, establish and monitor operational processes throughout the Community Concierge Project, reviewing for best practices, efficiencies and opportunities for future innovation.

**Marketing Communications & Reporting**

* Report on all aspects of EL to CCEL and decanal units including summaries and recommendations related to the strategic direction,
* Support communications staff across the University to deliver messaging about the activities and successes of EL,
* Gather information, testimonials and media related resources to tell the story of EL across campus and for prospective students,
* Develop and maintain web resources and marketing pieces, in support of EL initiatives.
* Develop and maintain materials that can be shared with community partners and potential employers and contain information about graduates, testimonials and opportunities to engage,
* Oversee the planning and execution of a series of high impact events (Career & EL Fair, Graduate and Professional School Expo, Celebration of Research, Community Appreciation etc.) community and workplace partners to develop and engage strategic partnerships,
* Contribute to student recruitment by participating in on campus recruitment events (Open House, Tours Plus etc.) as well as represent Careerspace and Trent Community Research Centre at off campus events (Ontario Universities Fair).

##### **Staff Management and Development**

* Coach, mentor and train staff to develop a high performance team;
* Ensure staff receive appropriate professional development training, including the tools to facilitate student and new graduate employment, and/or to pursue further post-secondary education;
* Oversee employer and student engagement activities to ensure the development of long-term relationships;
* Oversee the coordination of EL teams across campus and lead the EL working group to ensure goals are met;
* Coach staff to develop career and job search tools and workshops for students at undergraduate and graduate levels.

##### **Responsibility for the work of others**

#### Direct Supervision:

Direct responsibility, including the supervision, hiring, training and evaluation for:

* + Community Concierge(s);
  + Operations Coordinator;
  + Student Experience Coordinator(s);
  + Coordinator, Trent Community Research Centre

#### IndirectSupervision**:**

Indirect responsibility, including overseeing the hiring, training, evaluation and on-going supervision of staff and student staff in co-op, career and experiential learning department, including:

* + All student staff (~6 in total)

**Education**

Masters degree in Education or a related field required. Experience completing a major research paper/thesis required.

**Experience Required**

* A minimum of five years’ full time experience working in the university environment.
* Demonstrated ability to collaborate with, lead, and motivate a team.
* Knowledge and applied experience with experiential learning theory and practices and university risk management policies.
* A demonstrated understanding of, and commitment to, community development and social change. Demonstrated understanding of the needs and priorities of community organizations, charitable organizations, and other non-governmental organizations, and sensitivity to challenges experienced by these agencies.
* Knowledge of Trent University’s academic programs and principles of community-based research.
* General knowledge of various research methods and an understanding of the expectation for undergraduate community-based research project work.
* Superior verbal and written communication skills, and the ability to interact effectively and constructively with a wide range of stakeholders, including community partners, faculty, staff and students.
* Demonstrated teaching/training experience and knowledge of learner-centred pedagogy.
* Demonstrated experience with curriculum and course development and delivery,
* Well organized, results driven, effective time-management skills and ability to focus on multiple priorities.
* Excellent negotiation and conflict-resolution skills.
* Demonstrated strength in project management, organization, evaluation, and reporting.
* Knowledge of experiential learning theory and practices and university risk management policies.
* Proven track record of productive community agency relationship development resulting in quantifiable outcomes.
* Ability to work independently.
* Must hold a valid Ontario (or equivalent) Driver’s License – Class ‘G’ minimum
* Able to be flexible with working hours and travel outside of Peterborough on a regular basis.