Exempt Job Description

**Job Title:** Manager, Careers & Experiential Learning **Job Number:** X-355 **NOC:** 0423 **Band:** 7 **Department:** Co-op, Careers & Experiential Learning **Supervisor Title:** Director, Co-op, Careers & Experiential Learning **Last Reviewed:** February 27, 2019

## Job Purpose

The Manager, Careers & Experiential Learning is responsible for centralizing operations and processes related to career education and experiential learning (co-op programming, internships, placement opportunities etc). This involves overseeing and leading the establishment of career education services and programming; 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; facilitating the creation of career and experiential education policy and management guidelines, and representing the university in issues pertaining to careers and experiential education.

The Manager, Careers & Experiential Learning supports the Director, Co-op, Careers & Experiential Learning in establishing the strategic direction and leadership for the unit and develop highly productive staff, systems and processes.

## Key Activities

##### Community Engagement

* Oversee the identification, development, implementation, and evaluation of existing and potential career and experiential learning (EL) opportunities and partnerships with local, national and international stakeholders;
* Identify, cultivate and maintain relationships with community partners to provide appropriate co-op, career and experiential education opportunities across Faculties;
* Maintain consultative working relationships with faculty members in relation to co-op, career and experiential education initiatives;
* Maintain working relationships with staff colleagues; provide regular updates on departmental activities, collaborate on and align initiatives related to student engagement and experiential learning to benefit students and other stakeholders;
* Monitor and evaluate community relationships, including formal performance assessments and annual program evaluation.

##### Process & Policy

* Facilitate the creation of and uphold policy and management guidelines pertaining to EL university-wide;
* Oversee the development of policies and procedures to outline partnership requirements and student/employer responsibilities,
* Establish and maintain linkages with assigned professional associations (CEWIL, COU, MTCU, CACEE etc) for networking and professional development.
* Liaise with functional units throughout the institution (Office of the Registrar, Information Technology, Student Affairs etc.) to ensure a streamlined integration of records, tools and systems,
* Develop synergies between EL activities throughout the University, integrate activities where appropriate and streamline supporting workflows;
* Establish and maintain a network and working group of best practice for EL activities across the university, include all placement coordinators or staff who work with coordinating students in EL activities;
* Ensure that all business processes are documented and periodically reviewed for accuracy to help ensure consistency for data management;
* Work with the CTL to develop an EL working group with the intention of using it as a platform to begin the consultation process required to establish faculty policy in areas including but not limited to learning contracts, AODA compliance, MTCU, Strategic Mandate Agreement, and Affiliation Agreements;
* Meet with Faculties, Centres, and Interdisciplinary Institutes to determine perceived needs related to experiential education;
* Monitor and uphold university policy, once established, and facilitate resolution of any issues around policy observance.

##### Continuous Improvement

* Develop and maintain current knowledge of professional standards, best practices, and student trends related to experiential and co-operative education;
* Sit on a range of university and community committees related to experiential and co-operative learning, retention, and career development. Appoints other staff to committees requiring departmental input;
* Work collaboratively with other university departments and divisions, including colleges, student services, academic departments, CTL, Innovation Cluster, Entrepreneurship Centre, etc. on issues related to student transitions, retention and career development;
* Works with the Durham Campus, to ensure that parallel experiential and co-operative support is provided to students on that campus;
* Attend appropriate professional development meetings, and work with staff to ensure that they remain actively involved in professional development in their respective areas. Maintains current knowledge through research and membership in professional organizations and associations. Encourages staff to engage in professional publications and sharing of innovative best practices developed at Trent University;
* Support the Director to conduct site visits and research existing best practices at other post-secondary institutions to determine processes and policies that are best aligned with the University mandate and program implementation goals,

##### Program Development/Implementation

* Build upon existing relationships within the institution with various departments to begin to explore options for future co-operative or 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 (new and existing) 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 department, 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;
* In conjunction with academic departments and the CTL, develop learning outcomes and appropriate assessment methods to improve programmatic efforts and learning opportunities.

##### Strategy Implementation, Budget Management & Administration

* Monitor budget and contribute to department’s annual budget process;
* 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;
* Develop and report on relevant career education and experiential learning metrics;
* Lead and delegate projects arising out of strategic planning;
* Ensure collaboration/alignment of teams, work, and processes across a variety of faculties and departments as it pertains to EL;
* 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 in the Co-op, Careers & Experiential Learning office, reviewing for best practices, efficiencies and opportunities for innovation.

##### 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 the provision of career education to all students;
* 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:

* + Careers & Workforce Analyst;
  + Coordinator, Employer Relations;
  + Career Resource Advisor;
  + Career Counsellor;
  + Experiential Learning Coordinator(s);
  + Employer Relations Assistant;
  + Administrative Assistant(s).

#### 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:

* + Coordinator, Trent Community Based Research
  + Project Associate, Community Based Research
  + All student staff (~8 in total)

**Education**

Masters Degree, with a preference for Higher Education or related field.

## Experience Required

* A minimum of five years of experience in career education, experiential learning or academic administration, including responsibility for the management of career professionals;
* Professional experience with program and policy development required;
* In depth knowledge of current trends in Experiential Learning and Career Education and demonstrated knowledge of political mandates;
* Demonstrated knowledge of student leadership, student skills development, career advising, enrolment management, and student retention;
* Demonstrated experience in full-time staff and student staff management/supervision;
* Demonstrated experience in research, development and implementation of successful student life, student leadership, career planning, and retention programming;
* Demonstrated understanding of university structures and decision-making;
* Excellent communication and presentation skills, excellent organizational skills, experience developing online tools and materials;
* Demonstrated commitment to, and understanding of, diversity, equity and accessibility issues with respect to post-secondary students.

## Skills Required

* Problem Solving, Analysis & Innovation:
* Strategic planning skills and the ability to conceptualize and propose new initiatives for building relationships;
* Ability to identify problems and deal with difficult situations by probing for information, analyzing complex issues and developing solutions for unique situations;
* Strong judgment, analytical and problem solving skills;
* Ability to develop, track and interpret key metrics and analytics;
* Ability to leverage existing resources to solve problems;
* Proven ability to organize and handle a variety of projects, deadlines, and schedules simultaneously and independently;
* Innovative, flexible, quick learner with the ability to adapt to change and work with ambiguity;
* Commitment to teamwork and integrity;
* Ability to research/learn and teach/disseminate.