THE ROLE

The Director of Student Affairs and Services is responsible for the overall functioning and performance of the Department of Student Affairs and Services on both campuses, providing day-to-day leadership and direction with respect to policies, practices, systems and operations in Athletics, Aboriginal Student Services, Student Engagement/Campus Life, Centre for Students with Disabilities, Counseling Services, The Sports Institute and other areas as assigned by the Vice President, Educational Services. The Director oversees scheduling and work assignments, is responsible for ensuring quality standards, completing evaluations, handling complaints, grievances and appeals and performing other duties as required. The Director contributes to the College’s success by providing input into the development of the Division’s and College’s strategic and operational plans, and by ensuring that the College achieves its student engagement and retention goals.

MAJOR RESPONSIBILITIES

Under the general direction from the Vice-President, Educational Services, the Director:

1. Leads and represents the Department of Student Affairs and Services in the day-to-day operations of the department, ensuring safety of students, consistency of practice and maintenance of optimum service levels.

2. Provides College-wide leadership by, directing the departments' work with faculty and staff, colleagues, students and community partners in order to support, provide and/or facilitate activities that ensure that the College achieves its student leadership development, and engagement goals.

3. Provides leadership, analysis and advice in relation to policies and procedures regarding students and services for students, including risk management.

4. Ensures that the Department’s budget is planned, prepared and monitored in keeping with College objectives, policies and procedures, and exercises signing authority on behalf of the Department for expenditures as assigned.

5. Plans, organizes, directs, and administers activities and services that support students in assigned areas, and ensures that such activities and services remain with budgetary limits.
6. Develops, implements, monitors, and reviews tactical and operational plans, procedures, systems and support in accordance with the College’s strategic goals, policies, procedures and regulatory requirements.

7. Works with the Faculty Coordinators, managers and supervisors to ensure that applicable services and programs are planned, developed, regularly reviewed and updated, ensuring quality standards for program review.

8. Addresses complaints and conducts investigations as required.

9. Hire, orientate, and supervise team by performing such things as: direct, schedule, provide performance feedback, evaluate, suggest professional development and where necessary discipline direct reports and contracted employees. Manage the performance review process.

10. Reviews and approves leaves relating to professional development and vacation, and administering sick leave and leave of absence requests.

11. Maintains knowledge of and ensures compliance with the collective agreements and working conditions in effect at the College. Represents the College in the grievance procedure.

12. Directs the College’s participation in intercollegiate athletic leagues such as the Canadian Colleges Athletic Association (CCAA), British Columbia Colleges Athletic Association (PACWEST) or any other association as required.

13. Leads or participates in divisional or College-wide initiatives and committees as assigned by the Vice-President, Educational Services, Education Council and/or Senior Management.

14. Represents the College and College interests before government agencies, other institutions, various organizations and groups.

15. Acts on behalf of the Vice-President in her or his absence as requested.

16. Performs other related duties as required.

EDUCATION, EXPERIENCE AND SKILLS

- Graduate degree in student affairs, educational administration.
- Minimum five years demonstrated administrative experience in a post secondary educational institution. Experience in a unionized public sector environment preferred.
- or equivalent combination of formal education and relevant work experience in an academic environment.
- Excellent interpersonal, written, presentation and oral communication skills, delivered in a manner appropriate to the audience.
• Understanding of administrative law and principles of natural justice.
• Ability to establish priorities, organize, schedule and solve problems and tasks.
• Ability to engage in critical thought and analyze all types of quantitative and qualitative data into informational reports and presentation for strategic planning and problem-solving.
• Proven ability to synthesize detailed, complex information into clear and compelling recommendations and briefing.
• Demonstrated ability to model appropriate professional, ethical and collaborative behaviours that engender collaboration, trust and respect consistent with the responsibilities of this position.

LEADERSHIP COMPETENCIES

• **Professional and Ethical Behaviour** – Demonstrates integrity, credibility, confidentiality, and responsibility in all interactions. Possesses high ethical standards and an honest, open, and consistent approach to working with peers, employees, and staff. Completes what he/she commits to doing.

• **Administrative Skills** – Provides leadership to and ensures accountability for achievement for results; very focused; strong organizational skills; simplifies often complex and lengthy matters; effective time management skills; ability to separate important issues and identify priorities.

• **Communications Skills** - Possesses strong communication skills, both verbal, and written and expresses thoughts in an organized, concise manner. Actively listens to the issues of others in a manner that elicits cooperation and support. Develops and delivers effective presentations. Has the ability to present information and ideas to diverse groups.

• **Market Knowledge** – Continuously seeks to stay current and be at the leading edge in his/her field and is committed to continuous learning; one that is self-motivated and self-directed, being able to work independently with sense of urgency to task completion.

• **Organizationally Astute** – Is diplomatic and tactful; non-confrontational; recognizes internal and external sensitivities; has an intuitive ability to read the political implications of recommendations and actions; uses sound judgment.

• **Analytical and Problem-Solving Skills** – Consults appropriately; thoroughly collects data, and analyzes problem in context of organizational goals; uses sound judgment, builds consensus, makes independent decisions appropriately; implements solutions appropriately.
• **Innovative & Entrepreneurial Approach** – Seeks out possibilities, develops new ideas, and effectively moves them forward. Is creative, innovative and takes advantage of opportunities, while recognizing the necessity of working with limited resources and in alignment with the strategic directions of the College.

• **Energetic & Adaptable** – Is prepared to take on longer-term initiatives and does so with enthusiasm; ability to adapt to new and changing situations; able to alter course/direction when necessary; enjoys and embraces new challenges. Flexible; able to deal with stress effectively.