



POSITION DESCRIPTION

Position Title: Manager, Student Services

Department: Student Services

Employment Type: Full-time

POSITION SUMMARY

Reporting to the Director, Student Services, the Manager, Student Services is accountable for the effective management, coordination and continuity of new and ongoing services and programs in support of the Students' Union's mandate to serve and represent over 30,000 undergraduate students at the University of Calgary.

The position provides orientation, training, and oversight to a team of three full-time and 14 part-time staff members in the provision of services, and programs to the student population, including volunteer services, LGBTQ centre, quality money programming, scholarship and awards opportunities, refugee student program, and office administration.

The Manager, Student Services works alongside the Director, Student Services and Policy Analyst for the effective orientation and training of SU Executives to assist them in accomplishing their mandate of serving and representing students. The position balances the requirement to deliver service to the elected officials, while also acting as an advisor and coach within those relationships.

KEY RESPONSIBILITIES

Governance and Administration

- Acts as an agent of continuity in all areas of administrative and information management requirements; ensures organizational standards are maintained and disseminated in a timely manner.

The Students' Union, The University of Calgary

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- Provides proactive leadership and facilitation in the implementation of infrastructure required to ensure effective and efficient information streams, workflows, systems and processes to support student programs and services; maintains and continuously improves infrastructure.
- Oversee the responsibilities of the Coordinator, Information and Administration, the Coordinator, Governance Administration, and the Coordinator, Volunteer Services.
- Works alongside the Director, Student Services and Policy Analyst to lead the SU Executive through the quadrennial strategic planning process and annual planning process.
- Supports in the administration of the annual SU election(s) of the Students' Union.
- Provide leadership and guidance for the Programs and Services Committee and the Quality Money Committee.
- Sits as an ex-officio member on various internal committees as required.

Leadership

The Manager, Student Services provides general leadership to the Executive through comprehensive orientation and annual planning processes to assist the elected officials in achieving their goals and objectives. As the staff lead for the Vice President Internal, leadership support is provided through coaching, mentoring and training.

- Leads and manages a team of technical, service and administrative professionals responsible for the provision of volunteer services, food bank, LGBTQ centre, event planning, quality money programing, scholarship and awards opportunities, refugee student program, and office administration.
- Acts as a coach and mentor to increase staff skills and knowledge, and to build service potential within the Student Services department.
- Reviews and monitors work of staff project leads to ensure departmental responsibilities are met and that work is aligned with overall organizational goals and priorities.
- Provide support and advice to the Vice President Internal and various staff members on issues related to sustainability and student life, including promotion of initiatives to the student body and liaising with the various university offices.

Financial Stewardship

- Provides budget and financial recommendations to the Director, Student Services to obtain resources necessary to achieve departmental objectives.

Consulting & Advocacy

- Works with the student services department to implement the effective orientation and training of newly elected officials to assist them in accomplishing their mandate to serve and represent students.
- Assists the elected officials to articulate, plan and implement their portfolio responsibilities.
- Provides ongoing coaching and advice to Student Executives, particularly the Vice President Internal on strategies to achieve goals while also ensuring that long-term viability and continuity of programs and services occur.
- Communicates and advances understanding of student engagement across all areas of the Students' Union organization.
- Aligns organizational support with strategic plans and major initiatives of the Executive; negotiates for organizational resources as required.

REQUIRED COMPETENCIES

- Skilled Communicator: possesses strong written, verbal and listening skills; can distill and clearly communicate complex information; demonstrates a transparent and positive communication style
- Plan, Multi-Task and Manage Priorities: effectively balances multiple demands on the department through a system of prioritization and planning while integrating day-to-day emerging issues; can orchestrate multiple activities at once to accomplish a goal
- Change Management: able to quickly adapt to change as well as lead others in adapting to change, including crisis and conflict management
- Team Leadership: proven ability to lead, coach and manage a diverse team
- Financial Management: budgeting aptitude and basic financial literacy

- **Strong Organization and Administration Skills:** is well organized and detail oriented, efficiently manages time and commitments, is proficient with computers and MS Office applications

QUALIFICATIONS

University degree in a related field and 5 years of associated leadership experience. An equivalent combination of education and experience would be considered.

Excellent management, communication, organization and team building skills.

Previous experience gained within a post-secondary education, government, public sector or non-profit setting is preferred. Experience working with elected officials and/or student leaders is also preferred.