

## Job Description

<b>Job title</b>	<i>Director, International Education</i>
<b>Reports to</b>	<i>Vice Provost, Student Engagement</i>

### Job purpose

The Director of International Education provides both strategic leadership and business management for UNBC's internationalization initiatives. The International Education portfolio includes English Language Studies, International Exchanges and Student Program units.

The Director will develop and implement a strategic plan to attract, support, and retain international students that will include promotion of UNBC's external international student relationships, and support both academic and non-academic programming aimed at improving all phases of the international student experience.

### Duties and responsibilities

*This job description outlines the general nature and level of work to be performed by employees in this position or within this classification. Management retains the right to assign or reassign duties and responsibilities to this position at any time according to the organization's needs. The Job Description is not a comprehensive inventory of all duties, responsibilities and qualifications that may be required of employees assigned to the position or classification.*

The Director of International Education:

- Promotes and advances UNBC's internationalization goals and objectives with other administrators, faculty and staff.
- Designs and advances enrolment strategies focused on recruitment and retention of students that have a strong fit and high likelihood of success at UNBC.
- Develops and implements business strategies for the achievement of significant revenue targets.
- Manages programming, fiscal, and other business matters for International Education in accordance with the UNBC Policy.
- Provides administrative leadership and management for the UNBC's internationalization initiatives.
- Ensures the existence of a supportive learning environment for international students through the delivery of high quality services and programming ranging from international student orientation to academic tutoring, to social programming.
- Oversees the existence and functioning of integrated and efficient educational supports between English Language Studies and International Operations.
- Maintains and further enhances UNBC's international exchanges and field schools.

- Liaises with:
  - College Deans and Faculty – Provides a leadership role in supporting the College Deans and their faculty members to strategically enhance international education.
  - Office of the Registrar – Collaborates with the Office of the Registrar to promote international student services.
  - External International Education Organizations – Fosters effective relationships with external partners concerned with international education in the province and beyond.
- Provides Human Resource management for the Department, including recruitment, hiring, performance appraisals, and discipline.
- Ensures that an atmosphere of cooperation is maintained, and professional development opportunities are made available to all International Education staff in order to meet the ongoing requirements for growth and change.
- Works collaboratively with the Student Engagement management team to provide leadership in the development and operation of structures, programs, and policies that promote diversity and student life. The programs developed support university retention efforts and promote UNBC as an attractive choice for prospective international students.
- Works collaboratively and proactively with all university units, including Continuing Studies, Facilities, Purchasing/Contracts/Risk Management, Finance, Information Technologies, Human Resources, and other departments as the need arises.
- Reports regularly and as requested on the progress and success of all internationalization initiatives.
- Other duties as may reasonably be assigned.

### **Qualifications**

- A Masters or Ph.D. in a related field, along with a demonstrated understanding of an academic environment;
- Outstanding leadership experience in international education combined with a minimum of 5 years of administrative experience in higher education;
- Demonstrated experience in international education areas such as international student markets, recruitment, agent / educational consultants, exchange agreements, English Language Studies, etc;
- Familiarity with Canadian Immigration and national/ provincial policies related to international students in higher education;
- Supervisory, managerial and budgetary experience in a unionized environment;
- Significant experience working with international students.

An equivalent combination of education and experience may be considered.

### **Knowledge, Skills and Abilities**

- Outstanding business acumen, with successful experience in revenue generation and international educational marketing;
- Demonstrated commitment to student engagement and an understanding of international students with an interest in their present and future success;
- Strong language and communication skills, with demonstrated second-language fluency (Mandarin or Spanish would be considered assets);
- Strong collaborative skills;
- Ability to lead and manage in a continuously evolving environment.

## Competencies

### Core Competencies

All UNBC employees are expected to demonstrate the following Core Competencies at a level appropriate for their position:

**Communication:** Clearly conveying and receiving messages to meet the needs of all. This may involve listening, interpreting, formulating and delivering, verbal, non-verbal, written, and/or electronic messages. Creates an atmosphere in which timely and high-quality information flows smoothly up and down, internally and externally of the University and encourages open expression of ideas and opinions.

**Continuous Learning:** Demonstrates eagerness to acquire necessary technical knowledge, skills and judgement to accomplish a result or to serve a team member or a customer/client's needs effectively. Has desire and drive to acquire knowledge and skills necessary to perform the job more effectively.

**Flexibility:** Personal willingness and ability to adapt behaviour and work methods in response to new information, changing conditions or unexpected obstacles.

**Leadership and Motivation:** Ability to provide direction and to inspire and support others to achieve the Vision, Values and objectives of the team and the University as a whole. It requires that everyone shows respect for others, tolerance and openness.

**Organizational Awareness:** Ability to understand the structure and culture of the organization and to achieve value whilst ensuring that you consider the impact of your own or your team's action on the University. It is about fostering an entrepreneurial culture by reducing complexity, avoiding waste and maximizing opportunities. It is about improving quality and working to reduce costs.

**Planning and Coordination:** Ability to select priorities, co-ordinate activities and make best use of resources to ensure that the University's Vision, Values and objectives are achieved. It is about all staff knowing their criteria for success, and addressing their priorities by using their time wisely, reviewing their workload and resource needs in order to succeed.

**Problem Solving and Judgement:** Ability to assess options and implications, in order to identify solutions. Identifies and analyzes problems, distinguishes between relevant and irrelevant information to make logical decisions and provides solutions to individuals and organizational problems.

**Results Orientation:** Ability to understand, use and review the main University processes and systems. It is about encouraging a continuous improvement culture, keeping an open mind to new ideas, eliminating waste, bureaucracy and unnecessary administrative costs.

**Service Orientation:** Ability to provide and maintain the highest standards of service for all customers/clients. It is about putting our customers/clients at the heart of everything we do by designing and delivering programs, services and processes which meet or exceed their diverse needs.

**Teamwork and Collaboration:** Ability to work in partnership with your own and other teams to ensure mutual understanding of objectives, effective communication and collaboration towards shared priorities. It is about creating opportunities to

network across all functions recognizing the interdependence of individuals and services.

**Values and Ethics:** Fostering and supporting the principles and values of the organization and the Public Service as a whole.

### **Role Specific Competencies**

**Accountability / Dependability:** The extent to which one internalizes and outwardly expresses responsibility for timeliness, commitment to task, adherence to performance standards, and conformity with the rules and policies of an organization.

**Attention to Detail:** The extent to which one systematically employs a standard system of organization in work process and related resources and an overall concern for integrating all aspects of the task, situation and/or work-related problem as a means of achieving optimal efficiency and effectiveness in performing job-related duties/responsibilities.

**Business Acumen:** The understanding of key business drivers for performance and use of sound business practices. The ability to use sound commercial principles in all areas of responsibility. The ability to manage internal and external resources to achieve goals and find efficiencies and improve organizational performance

**Conflict Management:** Preventing, managing and/or resolving conflicts.

**Developing Others:** Fostering the development of others by providing a supportive environment for enhanced performance and professional growth.

**Health and Safety Management:** Demonstrates safe work practices appropriate for the position and work environment.

**Impact and Influence:** Gaining support from and convincing others to advance the objectives of the University.

**Information Seeking:** Manner by which an individual addresses and handles the flow of information. Ability to identify, systematically collect, and organize information for use by self or others in an organization. Information may be new or updated procedures and policies, business contacts, etc.

**Innovation:** Questioning conventional approaches, exploring alternatives and responding to challenges with innovative solutions or services, using intuition, experimentation and fresh perspectives.

**Professional / Technical Expertise:** Interpreting, linking, and analyzing information in order to understand issues.

**Relationship Building:** Building and actively maintaining working relationships and/or networks of contacts to further the organization's goals.

**Research and Analysis:** The extent to which an individual efficiently and accurately identifies and locates relevant sources of information followed by a capacity to synthesize and analyze data of various complexity and importance.

**Strategic Focus:** Developing and inspiring commitment to a vision of success; supporting, promoting and ensuring alignment with the University's vision and values

**Stress Management:** Maintaining effectiveness in face of stress.

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### **Working condition**

The working conditions and physical effort in this position are typical of any administrative position, with the addition of occasional regional, national and international travel, and a requirement for some flexibility in work schedule for frequent weekend and evening work and on-call, emergency phone responsibilities.

Current Criminal Record Check, Valid Drivers' License, current Canadian passport and ability to travel internationally all required.

### **Direct reports**

The following positions report directly to this position:

Administrative Assistant – Director of International Education/Director CTLT

ELS

Supervisor – ELS Associates

Program Coordinator ELS

Administrative Assistant ELS

International Centre

International Student Advisor

Administrative Assistant – International

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<b>Approved by:</b>	<i>Print Name &amp; position title and sign here</i>
<b>Date approved:</b>	
<b>Reviewed:</b>	<i>Date when the job description was last reviewed</i>