

POSITION DESCRIPTION

POSITION: Vice Provost

DIVISION: Students

DATE: July 2014

NATURE AND SCOPE

The Vice-Provost, Students (VPS) oversees the development, implementation, and management of strategies and policies related to student recruitment, retention, success, and engagement. In addition, the VPS is responsible for the arrangement and administration of non-academic support for students. H/she is responsible for a wide array of functions, activities and policies that affect student experience and success at KPU, including admissions and transfer credit, student financial aid and awards, enrolment management, athletics, career and co-operative services, student information systems and student support systems across the University. The VPS is the primary university liaison between student leaders, the Kwantlen Student Association (KSA) and senior administration helping ensure the University is meeting the needs of a diverse student population by creating a learning environment where all students have the opportunity to succeed. As a key member of the senior leadership team, the VPS provides leadership and vision on high priority initiatives and works closely and constructively with the Provost, Vice-Provosts, Deans, Directors and other members of the University's senior administration as an integral part of the University's planning process.

ORGANIZATIONAL STRUCTURE

The Vice-Provost, Students is a senior administrative position reporting directly to the Provost and Vice President, Academic. Reporting to the VPS are: The University Registrar, Director of Student Engagement, Director of Counselling, Director of Athletics and Recreation, Director of Services for Students with Disabilities, and the Director of Co-op and Career Services.

Collaborative leadership with other senior administrators across diverse service and academic areas is integral to the success of the office of the Vice-Provost, Students. H/she is responsible for assessing and recommending necessary organizational reporting relationships and structures to the Provost and Vice President, Academic to ensure the smooth operation of an integrated approach to student services across the university.

SPECIFIC ACCOUNTABILITIES

1. Leads the development, implementation and evaluation of an integrative student management plan.
2. Participates in the development, implementation, achievement and ongoing evaluation of a comprehensive strategic enrolment plan, including student recruitment and retention targets.
3. Leads the coordination of administrators, staff and faculty in carrying out the elements of the student management plan
4. Builds strong and collaborative relationships across the University including but not exclusive to Faculties, Future Students Office, International Students and the Kwantlen Student Association and student leaders. Recruits, selects and provides orientation to VPS team members.
5. Monitors and assesses performance of student services across the University.
6. Supervises and provides leadership and shared vision to staff through mentoring, coaching, guiding and modeling key leadership behaviours/strategies, encouraging dialogue and providing guidance and advice to facilitate resolutions to work issues. Fosters a climate of collaboration and works with team members to define shared and individual goals, meet target dates and ensure alignment of team goals.
7. Responsible for commissioning research and data analysis related to the recruitment, attrition and retention of students in collaboration with the Office of Institutional Analysis and Planning.
8. Assesses and evaluates student services initiatives and outcomes to maximize the achievement of targets and/or to address additions or changes in academic programming or student priorities.
9. Supervises preparation of reports related to student management.
10. Maintains timely communication among all VPS stakeholders.
11. Ensures the development and review of policies, procedures and standards related to students.
12. Reviews, evaluates and recommends organizational structure and related role and responsibility changes that will maximize student initiatives.
13. Ensures the divisional budget is monitored, evaluated and administered in alignment with and toward the achievement of the activities and goals set out in the University's strategic and academic plans.
14. Maintains a high level of educational and operational standards in student-centred services.
15. Upholds mission and mandate of the University by promoting a learning-centred philosophy and enhancing the university and student experience.
16. Performs other related duties as required.

QUALIFICATIONS

- A Doctorate degree in higher education, counselling, student services or other relevant discipline is preferred; or a minimum of a Master's degree is required in one of the above disciplines, along with a minimum of five years experience working in progressive leadership roles in a post-secondary environment, including administrative leadership roles and direct involvement in student management.
- Demonstrated track-record of successful post-secondary recruiting experience coupled with more recent successes in the area of enrolment management and/or student issues management.
- Demonstrated understanding of, and a commitment to KPU's mission and mandate, enrolment management, student services and student success management.

- Knowledge and understanding of current student development theory, programs, issues and trends.
- Substantive experience with post-secondary student service computer systems and reporting programs, interpreting quantitative and qualitative research and applying results to improve strategic enrolment management. Knowledge of computer applications including analysis and reporting programs.
- Demonstrated record of successful strategic planning and ability to recruit exceptional staff.
- Proven effectiveness and ability to work collaboratively and inclusively with a diverse student body, faculty, staff and other internal and external contacts to coordinate initiatives across various stakeholders.
- Excellent change management facilitation skills and ability to respond well to working under pressure and to resolve complex issues in an effective manner.
- Excellent oral and written communication and organizational skills.
- Excellent presentation, facilitation, and persuasion skills as well as strong judgment and professionalism.
- Demonstrated successful experience working in a competitive high school and post-secondary education market.
- Knowledge of university admissions requirements and procedures for students.
- Knowledge of student registration, advising and financial aid programs for students.
- Extensive knowledge of enrolment management, recruitment and student success factors.
- Successful application of knowledge from enrolment management literature and professional practice in a post-secondary setting.
- Experience using web-based systems to enhance student recruitment and retention.
- Demonstrated ability to utilize student information systems (such as Student Banner) and client management software to recruit and retain students.
- Strategic awareness of the post-secondary education systems abroad and the ability to conduct business in various international contexts.
- Willingness and ability to travel domestically and internationally.
- A valid Class 5 British Columbia driving license and access to transportation.