



JOB DESCRIPTION

We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt, and Kwikwetlem, and with the lands of the Kwantlen First Nation, which gifted its name to this university.

POSITION TITLE: Manager, International Student Engagement and Transitions

DEPARTMENT: KPU International

DATE CREATED:

DIVISION/FACULTY: Office of Global Engagement

DATE REVISED: June 2025

ORGANIZATIONAL STRUCTURE

This role reports to the Director, Global Engagement. Reporting directly to this position are the International Student Life Coordinators and International Support Assistants; the role also provides indirect oversight of International Peer Mentors. The Manager may additionally supervise student assistants or contractors on a project basis.

PRIMARY FUNCTION

The Manager, International Student Engagement and Transitions leads the development, implementation, and continuous improvement of programs that support international students from pre-arrival through to graduation. This includes responsibility for key transition initiatives such as peer mentorship, pre-arrival supports, and student life programming that support student engagement, promote confidence navigating university systems, and help students build meaningful connections within the university community. The Manager provides strategic direction, ensures alignment with KPU's institutional priorities and Immigration, Refugees and Citizenship Canada (IRCC) regulations, and plays a critical role in shaping the student experience. This position also provides leadership to the team, manages budgets, and builds collaborative partnerships that enhance service delivery and engagement across the student lifecycle.

KEY RESPONSIBILITIES

1. Supervises and provides leadership to direct reports by coaching and modeling key behaviours/strategies, encouraging dialogue and providing guidance and advice to facilitate resolutions to work issues. Assists team members to define shared and individual goals, meet target dates and ensure alignment of team goals. Monitors and assesses performance.
2. Contributes to effective employee and labour relations by administering the collective agreement(s), representing management in the grievance process and consulting with Human Resources Services regarding collective agreement interpretation, as appropriate. Provides input to management negotiating team for collective bargaining purposes, as needed.



3. Works closely with the Director, Global Engagement to develop and implement sustainable programs and engagement strategies that support international student success, in alignment with KPU's strategic priorities and IRCC regulations.
4. Provides leadership for programs that support international students through key transition points, including pre-arrival, first-year experience, and the peer mentorship program, with a focus on engaging both mentors and mentees, fostering community, and supporting a successful transition to KPU.
5. Designs, implements, and evaluates student engagement initiatives that are inclusive, culturally responsive, and aligned with the needs of international students, including pre-arrival supports and first-year experience programming, while creating opportunities for connection across the broader student community.
6. Collaborates with Recruitment and Admissions to support a seamless transition for newly admitted international students, including targeted communication strategies that build early connection and confidence. Oversees initiatives that contribute to conversion and engagement during the pre-arrival phase, using platforms such as Community and other communication tools to provide timely and relevant information.
7. Defines and monitors engagement goals and performance indicators for transition and student life initiatives. Uses student data, feedback, and emerging trends to assess evolving needs and ensure programs and services remain responsive, relevant, and impactful. Guides the continuous improvement of initiatives that support international students from pre-arrival through graduation.
8. Plans and oversees international student events and activities that foster engagement, community-building, and connection. Coordinates logistics, marketing, and budgeting, and collaborates with departments such as Risk, Legal, Facilities, and Campus Security to ensure events are safe, compliant, and effectively delivered both on and off campus.
9. Oversees administration of the international medical insurance plan in collaboration with the Office of the Registrar and insurance providers. Supports students navigating complex and sensitive situations with empathy, sound judgment, and appropriate referrals.
10. Provides supervision to International Student Life Coordinators and International Support Assistants, including leadership in hiring, training, scheduling, leave approvals, and performance management. Supports staff development through regular coaching and fosters a collaborative, student-centered team environment.
11. Leads the strategic direction of the peer mentorship program, including direct involvement in mentor recruitment and high-level oversight of program delivery. Supports staff responsible for mentor onboarding, training, and coordination to ensure the program continues to evolve and meet the needs of first-term international students.
12. Researches and recommends best practices to enhance international student transitions, engagement, and retention. Contributes to projects and initiatives that strengthen service delivery, improve the student experience, and align with institutional goals.



13. Supports university-led events and strategic initiatives such as KPU Orientation, Open House, and Convocation by contributing to planning and promoting international student involvement. Serves as a resource for faculty and staff seeking guidance on supporting the personal, social, and academic success of international students.
14. Leads performance development for International Student Life staff by establishing clear goals, aligning individual objectives with portfolio priorities, and fostering a culture of continuous improvement. Conducts regular formal and informal performance reviews, provides constructive feedback, and supports staff in identifying professional development opportunities.
15. Plans for adequate staffing and operational coverage during key periods of the academic cycle. Adjusts workflows, schedules, and support models to ensure consistent service delivery during peak times, and contributes to resource planning to meet evolving student needs.
16. Oversees budgets for international student programming and services, delegating responsibility to team members and monitoring spending to ensure alignment with departmental priorities and KPU financial policies. Provides guidance to staff on budget use and ensures resources are used effectively to support events and initiatives.
17. Provides direction and oversight for communication, promotional, and marketing efforts related to international student programs and events. Collaborates with the Marketing department and team members to ensure materials are timely, accurate, and aligned with institutional branding.
18. Contributes to the development of operational guidelines and procedures that support international student engagement and service delivery. Provides input into institutional initiatives and policy discussions as appropriate to ensure alignment with the needs of international students.
19. Prepares reports and data summaries to support planning, assessment, and continuous improvement of programs and services. Shares regular updates with the Director on key activities, outcomes, and emerging priorities.
20. Coordinates sponsorship opportunities that support international student programming and events. Engages with potential sponsors and works collaboratively with university partners to ensure sponsorship activities align with institutional guidelines and student needs.
21. Participates in university committees, working groups, and sector events that support international student success.
22. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.
23. Contributes to and promotes a safe, equitable, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.



QUALIFICATIONS

EDUCATION & EXPERIENCE

- Bachelor's Degree in a relevant field required.
- Minimum three (3) years of relevant experience in international education (preferably in the area(s) of advising, first-year experience, event planning or leadership (or other relevant field)).
- Or an equivalent combination of education, training and experience.
- Regulated International Student Immigration Advisor (RISIA) certification or Regulated Canadian Immigration Consultant (RCIC) designation considered an asset.

KNOWLEDGE, SKILLS and ABILITIES

- Demonstrated understanding of Immigration, Refugees, and Citizenship Canada (IRCC) requirements for study and work permits.
- Excellent written and verbal communication skills and proven ability to communicate effectively in English with a wide range of individuals at all levels, with sensitivity to the complexities of cross-cultural communication.
- Advanced technical skills, including proficiency with the Microsoft Office suite (Word, Excel, Teams, and PowerPoint), enterprise student information systems, reporting tools, and the ability to quickly learn and adapt to new software platforms as needed.
- Fluency in a second language spoken in one of KPU's target markets.
- Experience supervising and managing performance of staff.
- Proven ability to be flexible in adapting public speaking/presentation styles to people of different backgrounds and cultures.
- Demonstrated knowledge of post-secondary education systems, including academic programming, institutional structures, and approaches to designing and delivering transition and student life portfolios.
- Excellent organizational skills: including the ability to establish priorities and meet deadlines with minimal supervision.
- Self-starter with strong leadership skills and ability to work in a confidential setting, with good judgment in dealing with sensitive and confidential information
- Ability to think innovatively and creatively in planning and developing a fresh approach to existing activities.
- Flexibility to take on a wide variety of duties and willingness to adapt work schedules as required by the department.
- Ability to travel between campuses is required.
- Personal experience studying, working and living abroad is considered an asset.



COMPETENCIES

- **Leadership:** KPU employees inspire, coach, mentor, and support students, employees and KPU as a whole in achieving objectives.
- **Accountability:** KPU employees demonstrate fiscal accountability and take ownership for their actions, decisions and results.
- **Continuous Improvement:** KPU employees take a creative approach to opportunities, exploring unique ways to create optimal value for the KPU community.
- **Collaboration:** KPU employees work in functional and cross-functional teams, coming together to solve complex issues and accomplish objectives that will benefit the KPU community.