#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Team Lead, Workplace Partnerships and Experiential Learning

**Job Number:** A-339 | VIP: 1412

**Band:** OPSEU- 9

**NOC:** 1223

**Department:** Trent University Durham

**Supervisor Title:** Manager, Community Engagement

**Last Reviewed:**  November 2, 2021

#### **Job Purpose:**

The Team Lead, Workplace Partnerships and Experiential Learning is responsible for overseeing the education, career planning and personal growth of Trent University students enrolled in courses that offer opportunities to learn from experience in the workplace. The team lead promotes workplace opportunities to students, prepares them for the job search or placement process, generates workplace partnerships which provide them with marketable employment skills, monitors student performance, helps to resolve issues in the workplace and interacts with academic and professional bodies to strengthen ties between Trent University and the employer community.

The Team Lead serves employers by responding to their recruiting needs, offering them access to mature, skilled and energetic students, coordinating the hiring or placement process and procuring their satisfaction with students they welcome into their organization. The Coordinator provides personal, responsive service to students, employers, and acts as a liaison with faculty.

The Team Lead developments, plans, implements and evaluates new and existing experiential learning programming to expand the student educational experience and enhance placement host and employer partnerships. This position plays a critical role in supporting the University’s commitment to providing students with experiential learning (EL) opportunities to apply their education in real-world contexts while they are studying.

#### Key Activities:

##### Collaborate with faculty and work independently to develop appropriate work opportunities that meet the needs of various course requirements.

##### Develops marketing strategy to build up an employer partner database, which involves promoting Trent Durham students and a range of work integrated learning models within the employer community.

##### Research, define and develop job and workplace learning opportunities in conjunction with academic course requirements.

##### Collaborate with Career Services and Academic Advising and Experiential Learning Assistant to assist students in finding experiential learning opportunities appropriate to their goals and needs and in positioning experiences for academic and career growth.

##### Devise collaborative projects/programs that will serve community needs as well as meet curriculum objectives.

##### Conduct in-person marketing visits, telemarketing, and email or direct mail campaigns with potential employers across all levels of the organization, including senior executives, line managers and human resources representatives. Oversee and ensure accuracy of employer database.

##### Develop and prepare appropriate presentations for employers, including both formal boardroom and individual one-on-one meetings.

##### Build effective relationships with new and current employer clients through personal, proactive and responsive service.

##### Collaborate with Trent Placement staff (i.e. BSW, Careerspace) to ensure a coordinated effort in seeking out employer partnerships and meeting employer needs.

##### Coordinate the hiring or placement process by encouraging employers when appropriate to interview on campus and provide assistance and support to them before, during and after interviews. Assist with and attend employer information sessions.

##### Attend networking events to promote and raise awareness of the various programs.

##### Advise employers on Trent University’s recruiting strategies and guidelines. Ensure ethical recruiting practices and coordinate employment/placement offers.

##### Create and maintain a central Durham Campus internship/experiential learning activities website, ensuring it is up to date and easy to navigate.

##### Update, maintain and verify statistical information for program participation for the purpose of program review and reporting.

##### In conjunction with the Experiential Learning Assistant, contribute to the educational, professional and personal growth of participating students by helpingexplore career options, develop job search skills, secure rewarding workplace learning opportunities and gain marketable employment skills.

##### Update and overseeprogram requirements and the promotion of work opportunities to students enrolled in courses which require/offer Workplace Integrated Learning (WIL).

##### Oversee student preparation for the work experience by participating in the design and implementation of preparatory activities, which cover topics such as resume and cover letter writing, job search methods, interview preparation, career opportunities, report writing, social adjustment and appropriate work habits.

##### Identifies and acts on opportunities to create tools and consistency for materials for programs, in particular for those coordinated within Careerspace, but made available to other programs as well.

##### In conjunction with Academic Advising and the Experiential Learning Assistant, advise students on the development of appropriate learning objectives for their work experience and assist as required in the assessment of any written submissions, reflections or other assignments. As needed, the Team Lead will review progress in meeting objectives with both students and their employers in person or at a distance, and in end of term evaluation.

##### Guide and support students on placement job search strategies and career information through individual appointments where necessary.

##### Delegatesmid- and post- placement interviews and facilitate group debrief sessions with students to assist in the evaluation of learning experiences, assess successful achievement of learning objectives and develop future goals.

##### Oversees the development, and supervises a team of Peer Advisors who have had experiential learning experience and can be available to assist other students who are preparing for, and engaged in, experiential learning opportunities

##### Collaborate with faculty to monitor the quality of positions, student performance during work experiences and satisfaction levels of stakeholders.

##### Assist employers in developing job descriptions and approve them according to course requirements prior to posting.

##### Contact individual students and their managers (in person or electronically) to monitor quality of positions and satisfaction of both parties.

##### Provide mediation and guidance to students and employers to resolve issues such as performance problems, inappropriate job responsibilities and interpersonal conflicts. Investigate terminations and provide students with guidance about the appeal process when their performance has been deemed unsatisfactory.

##### Ensure employers complete evaluations and that they discuss them with students; review evaluations with students upon their return to campus.

##### Supports faculty in obtaining final evaluation from students and conduct follow-up with employers as appropriate.

##### Promote and provide information about workplace partnerships on campus and through digital mediums.

##### Developspolicies and procedures to outline partnership requirements and student/employer responsibilities.

##### Develop workshops, promotional material and forms; organize multimedia presentations and displays.

##### Establish and maintain linkages with assigned professional associations for networking and professional development.

##### Provide information and guidance to faculty, high school students, and parents at events; communicate and meet individually with students and their parents.

##### Manage individual projects to support the department as required.

1. Develops placement program processes, best practices, student manuals and presentations for new programs.
2. Where necessary, provide support and guidance to all Durham faculty who offer experiential education related activites in programs across campus.
3. Establish and develop experiential learning stiped program fund for students with identified financial need to remove barriers to accessing program related experiences.
4. Advise faculty and staff of best practices relevant to experiential learning activities,
5. Oversee the research and design of experiential learning strategies with community partners and faculty.
6. Participate in the community by attending meetings and events, joining working groups and/or boards and be a representative of the university by developing relationships with community partners and employers,
7. Contributes to the development of an annual strategic plan for workplace partnerships and experiential learning.
8. Coordinate all paperwork and agreements with community partners and students to ensure liability and risk is mitigated.
9. Responsible for ensuring that experiential learning placement programs are supported by completing special projects for further enhancement as necessary (i.e.Orbis Outcome).

#### Education Required:

Honours University Degree (4 year) required. Graduate degree in Business or a related field preferred.

#### Experience/Qualifications Required:

* 3 Years of experience in a similar role
* Awareness of current employment market conditions and job search techniques.
* Knowledge of recruitment and hiring practices and performance management techniques.
* Knowledge of Trent University’s academic programs and principles of work-integrated learning.
* Experience with developing and maintaining a database and ongoing database management (Orbis).
* Superior verbal and written communication skills, along with strong presentation skills and the ability to interact effectively with others.
* Well organized, results driven, effective time-management skills and ability to focus on multiple priorities.
* Excellent negotiation and conflict-resolution skills.
* Demonstrated strength in project management, organization, evaluation, and reporting.
* Knowledge of experiential learning theory and practices and university risk management policies.
* Proven track record of productive relationship development resulting in quantifiable outcomes.
* Self-starter with ability to work independently.
* Ability to work within a team environment and eager to collaborate with colleagues from different departments across the University.
* Able to be flexible with working hours and ability to travel with access to a vehicle.

#### Supervision:

* Lead hand to Experiential Learning Assistant.
* Provide guidance on all matters relating to experiential learning portfolio, and assist employee in aligning experiential opportunities with the broader workplace partnerships mandate.
* Supervise and direct the activities of student employees.