#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** International Data, Scholarship and Bursary Coordinator

**Job Number:** A-492 | VIP: 1961

**Band:** OPSEU-7

**Department:** Trent International

**Supervisor Title:** AVP, International

**Last Reviewed:**  December 2, 2024

#### **Job Purpose:**

Under the supervision of the AVP International, and in consultation with the Manager, Global Engagement and the Manager, Student Recruitment, this position ensures the accuracy and integrity of data related to international students at Trent University. This position involves verifying the authenticity of Immigration, Refugee & Citizenship Canada (IRCC) offer letters, generating data-driven reports, conducting surveys on various topics, communicating with students and overseeing scholarship and bursary for international students. As a multi-campus department, this position works with all Trent campuses. Data verification to IRCC includes serving applicants at all academic levels on-demand by federal processes.

#### Key Activities:

##### International Scholarship and Bursary Coordination

* Administer the scholarships and bursaries offered to international students, ensuring equitable and timely allocations
* Review applications, eligibility criteria, and award distribution processes
* Coordinate the work of Scholarship & Bursary Assessment Committee members to ensure applications are assessed with standards and consistency
* Manage, scholarship and bursary opportunities, requirements and deadlines.
* Track and maintain accurate records of financial awards.
* Analyze data to support decision making surrounding Trent International strategies.
* Collaborate with internal teams and departments to ensure scholarships and bursaries are posted to student accounts
* Participate in meetings with Trent Finance and Advancement/Alumni Relations for reporting and exchange of information including tracking donor funds designated for International Scholarships and Bursaries.
* Make presentations on the Trent International Scholarship program to internal and external contacts including other Trent staff and departments, international student agents, and potential international students and families.

##### Verification of IRCC enrolment requests

* Thoroughly review and authenticate Immigration, Refugee & Citizenship Canada (IRCC) offer letters for international students within IRCC’s timelines.
* Work closely with relevant stakeholders (i.e. Admissions, Graduate Studies and IRCC) to address any discrepancies or issues identified during the verification process.
* Coordinate and ensure timely and effective correspondence at all phases of the application cycle to current and future applicants to the program (formal acknowledgment of application, communication of decisions in addition to responses to enquiries by telephone, email, or appointment).

##### Data Management and Reporting

* Compile, analyze, and maintain accurate records of international student data.
* Generate regular data-driven reports on international student demographics, enrollment trends, and other relevant metrics.
* Collaborate with internal teams to ensure the availability of timely and accurate data for decision-making purposes
* Compile all applicant information including admission averages
* Ensure that all assessment activities are completed by appropriate deadlines (internal and system-wide deadlines) including communication with applicants regarding missing documentation.
* Tracking of applications, conversion & retention rates, providing regular reports
* Produce an annual report on Trent International activities
* Maintain and update the international partner and agent database
* Review IRIS reports and ensure that lists are pulling accurate data. Liaise with Institutional Research for changes and new reports as needed
* Use creative ways and analytical techniques to visualize data to help inform management decision making.
* Analyze scholarship acceptance rates based on scholarship value and student application data
* Identify and evaluate education KPI (Key Performance Indicators) to improve international student experience outcome for enrolment and retention.

##### Event Support

* Provide support to Trent International departments for event planning
* Provide up-to-date information for events i.e. invitation lists.
* Assist with planning and coordinating events for Trent International, including applicant receptions, international student scholar celebrations, annual end-of-year Gala Award event, and other engagement activities.
* Liaise with internal departments, vendors, and stakeholders to organize logistics such as venue booking, catering, and technology support.
* Track event budgets, manage timelines, and ensure the smooth execution of events.
* Collect and analyze feedback from event participants to improve future initiatives.

##### Surveys and Research

* Design and conduct surveys on various topics related to international student experiences and satisfaction.
* Analyze survey data to identify trends, patterns, and areas for improvement.
* Present findings and recommendations to inform decision-making processes.
* Develop and maintain strategies and appropriate documentation to ensure consistency and accuracy of assessments as well as fair and equitable practice.
* Collect, compile, and interpret appropriate application data at different steps of the student journey in the admissions cycle.
* Perform in-depth analysis on available data and create summary reports on findings.
* Research and stay current with international scholarship and bursary programs and administration best practices.

##### Administrative support

* Manages AVP schedule, arranging all meetings on and off campus.
* Always representing the AVP in a professional manner, anticipates requirements and assembles material and briefings for meetings and appointments.
* Coordinates travel arrangements, completes travel claims and manages the AVP’s itineraries including the provision of appropriate documentation.
* Facilitates meetings by booking facilities and refreshments, preparing handouts and reports, assisting with electronic presentation notes, producing meeting notes, handling responses and attending to special requests.
* Other duties as assigned.

#### Education Required:

* Honours Degree (4 years) required with formal courses taken in the field of statistical analysis, data analytics or financial analysis.

#### Experience/Qualifications Required:

* Minimum of two (2) years of related administrative experience required with preference for experience related to data analysis and/or the evaluation of post-secondary academic transcripts and records.
* Data analysis and management skills required including ability to construct and maintain databases, research and interpret data, construct reports and complete mail merges.
* Knowledge of FIPPA and best practices in handling sensitive, confidential data is required.
* Experience with a Student Information System (Datatel/Colleague preferred) in referencing and updating applicant information preferred.
* Knowledge of international post-secondary systems preferred.
* Familiarity with immigration-related processes and documentation preferred.
* Demonstrated history of critical thinking, research and organizational skills.
* Excellent verbal, presentation and written communication skills.
* Ability to work co-operatively in a variety of settings, exercising tact, diplomacy and patience, often in stressful situations.
* Ability to adapt to changing situations, work under pressure, and with frequent interruptions in a high-volume data environment.
* A valid Ontario (or equivalent driver’s license).
* Some travel, weekend and evening work may be required.

**Job Evaluation Factors:**

##### Impact

* Failure or delay in verifying data with IRCC will result in students being denied study permits, negatively impacting international student enrolment numbers.
* Failure or delay in communicating the scholarship application and LOA (Letter of Acceptance) verification status to students will negatively impact new international student enrolment numbers, as prospective students may go to competing institutions.

##### Communication

External Contacts:

* Students—demonstrate a calm and patient approach when meeting with students who are upset when their scholarship or bursary applications are unsuccessful.
* Parents and student consented agents – responding to inquiries from parents regarding their children’s scholarship and bursary application while maintaining confidentiality and adherence to FIPPA and University access to information policies

Internal Contacts:

* Students: to provide information, direction, financial assistance, customer service
* Trent departments – to verify scholarship and bursary application status and departmental deposit information

##### Motor/ Sensory Skills

Motor/Sensory Skills:

* Fine motor skills required for keyboarding

Sensory Skills:

* Extensive use of computer
* Attention to details
* Constantly switching screens to access data

##### Effort

Mental Effort:

* Ability to shift priorities with frequent interruptions
* Ability to maintain composure with complaints and abuse from students and their supporters who appeal to scholarship or bursary decisions
* Reading disturbing bursary request submissions (i.e. assault, death, suicide)
* Maintain professionalism and sound judgement in mentally demanding situations to listen to students who are desperate for bursaries

Physical Effort:

* Keyboarding and reading on screens for extended periods of time

##### Working Conditions

Psychological:

* Stress resulting from addressing financial needs of frustrated and confrontational students and their supporters
* Multiple competing demands
* Exercise discretion, tact and empathy to students in crises or stressful situations
* Dealing with complaints and public criticism

Physical:

* Working in general office environment on campus