#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Director, Graduate Studies

**Job Number:** X-274 | VIP: 1040

**Band:** EXEMPT- 8

**Department:** Graduate Studies

**Supervisor Title:** Dean, Graduate Studies

**Last Reviewed:**  April 20, 2022

#### **Job Purpose:**

Reporting to the Dean, Graduate Studies, and working closely with faculty and staff, the Director has responsibility for all daily operations within the School of Graduate Studies and oversees the school’s finances and budget planning. This position is of central importance for the academic mission and operations of the school and is responsible for providing senior-level expertise and leadership across multiple areas including recruitment, admissions, records and registration, and financial support for graduate students. This role is complex as these functions are managed by multiple departments and involve working with academic faculty. Building collaborative relationships across the institution is critical to continuous improvement in support of the graduate student experience and student success. The Director oversees confidentiality of applicant and graduate student information, and the administration of Senate approved University policy in a manner that is student focused, fair, and transparent. The Director oversees projects and initiatives on behalf of the Dean, Graduate Studies and may exercise decision-making authority as delegated by the Dean.

Given that the Dean, Graduate Studies position is rotational, the Director provides continuity and critical strategic advice, expertise, and information on best practices so the Dean can execute their role. The Director is also critical in providing leadership and direction to the School of Graduate Studies team, Graduate Program Directors, and Graduate Academic Administrative Assistants to ensure effective implementation of policy and consistency in practices across graduate programs.

#### Key Activities:

##### Leadership & Strategic Development

* Assist with the development, implementation and evaluation of strategy and operational plans for all functions within the School of Graduate Studies that support the university’s strategic and academic plans. Identify systemic issues for consideration and improvement and opportunities for strategic change.
* Monitor trends and best practices related to administrative processes and service delivery as it relates to graduate studies within the postsecondary sector. Ensure that the School of Graduate Studies steadily enhances processes and services accordingly.
* Responsible for all day-to-day operations within the School of Graduate Studies
* Collaborate closely with other departments to identify opportunities for improved service provision. Provide a leadership role in ensuring strong and productive working relationships between the School of Graduate Studies and other departments involved in the provision of student services.
* Develop and administer the departmental staffing and operational budgets, to ensure necessary resources for the effective operation of the School of Graduate Studies.
* Establish and enforce ethical principles of service delivery related to privacy and confidentiality, fairness, fiscal responsibility, appropriate referrals, accountability of all staff, and ethical use of technology and information within the School of Graduate Studies.
* Prepare, analyze, and distribute data and reports as necessary to support decision making as required.

##### Human Resources Management & Labour Relations

* Responsible for managing daily operations and all staff within the School of Graduate Studies including eight permanent full-time positions, part-time and contract positions, and student staff.
* Provide regular coaching and feedback and conduct annual performance appraisals for permanent staff. Collaborate with Human Resources team to manage performance issues if required.
* Coordinates staff schedules, organizes, and assigns regular duties, and special projects to ensure that School of Graduate Studies objectives are met, and appropriate service levels are maintained. Works to ensure balanced workloads and positive office morale.
* Create and update job descriptions for the School of Graduate Studies and Graduate Academic Administrative Assistants when required. Responsible for leading Graduate Studies staffing processes and committees and coordinates onboarding for new hires.
* Oversees the annual hiring of all Graduate Teaching Assistants. Liaises with Human Resources, Payroll, IT and Undergraduate programs to ensure the hiring process is as efficient as possible and students have the appropriate access required for their roles. Work with Undergraduate Chairs and Human Resources to address performance issues when required.
* Provides guidance and interpretation on CUPE 2 Collective Agreement. Provides strategic advice and guidance to Human Resources during Collective Bargaining and participates as an active member of the CUPE Joint Committee.
* Ensure that all staff are thoroughly familiar with the policies, protocols, and procedures that guide the work in the School of Graduate Studies including, but not limited to, the legislative requirements of PIPEDA, FIPPA, the Charter of Human Rights, and all internal university policies.
* Ensure that all staff are trained in supporting students in need, working with the needs of diverse populations, and are familiar with the campus resources available to students.
* Responsible for providing functional guidance to Academic Administrative Assistants (AAA), organizes and chairs AAA meetings, and coordinates training.

##### Financial Planning & Management

* Responsible for monitoring and management of the School of Graduate Studies budget including both operating and student support accounts (approx. $7M).
* Provides strategic advice to the Dean of Graduate Studies regarding resource allocation and funding priorities.
* Exercises signing authority for graduate studies accounts including direct oversight of the Graduate Teaching Assistantship budget ($4M) and final sign off on hiring forms.
* Responsible for the tracking and allocation of graduate student funding including Research Fellowships, Dean’s PhD, Dean’s Excellence, and International Graduate Scholarships.
* Oversees the annual allocation of the Strategic Research Support Fund.
* Oversees financial obligations related to the Queen’s/Trent Graduate Program.
* Works closely with the Department of Financial Services and Manager of Budgeting Services in finalizing the Dean, School of Graduate Studies annual budget for Board approval.
* Oversees annual fee tables for graduate programs and works closely with Financial Services to ensure accurate billing for graduate students.
* Provides leadership and oversight in the management of student accounts including payment plans and registration blocks.
* Provides oversight and guidance in the management of graduate student scholarships and awards.

##### Committees & Policy

* Implement and interpret academic policy as established by Senate and the Ministry of Colleges and Universities. Ensure current policies reflect best practices and provide advice to the Dean of Graduate Studies and Graduate Committees on required revisions.
* Provide reports, analyses, and recommendations required for new policy development.
* Provide expert advice and information to faculty, staff, and students regarding the interpretation and application of regulations and policies related to graduate studies.
* Oversees records for the Graduate Studies Appointments Advisory Committee and manages the process of appointing Regular, Adjunct, and Special graduate faculty. Provides direction to graduate programs on the interpretation of the Graduate Faculty Appointments Policy.
* Oversees records for the Graduate Studies Committee (senate committee) and manages the submission of major and minor course changes, review of new program submissions, and policy revisions. Submits reports to Senate on behalf of the committee.
* Oversees activities of, and serves as consultant on, the Graduate Program Directors Committee, advisory committee to the Dean of Graduate Studies. Provides advice and guidance to the committee in areas such as but not limited to communications and recruitment, admissions, records, and policies impacting graduate students.

##### Admissions & Records

* Responsible for overseeing all processes, training, and activities directly related to admitting domestic and international graduate students in a timely, effective, and efficient manner.
* Working in collaboration with OUAC, IT, and external consultants oversees the development and maintenance of on-line systems for graduate admissions.
* Responsible for identifying and implementing all business processes which may be streamlined and targeted to create efficiencies and strategically manage growth.
* Works closely with Admissions team and Graduate Programs to ensure timely and accurate information is shared with applicants.
* In cooperation with the Dean of Graduate Studies, responsible for the enrolment management of graduate students, ensuring MTCU quotas are met, and tracking applications, offers, and acceptances.
* Monitors industry practices and provides guidance related to international credential assessments, including requirements related to language proficiency for international applicants.
* Supervise daily operations that assure accurate and efficient records management and registration processes for graduate students on which the conferral of degrees and the university’s grant claim are based.
* Oversees graduate data required for provincial counts and used for the distribution of government operating grants. Responsible for implementing the minima and maxima provisions as per the Ontario Operating Funds Distribution Manual and ensuring processes are in place that will ensure accurate data is available to Institutional Reporting required for submission by the institution.
* Responsible for ensuring compliance and working directly with auditors and Institutional Reporting to provide requested enrollment data and documents annually.
* Oversees the annual updating and publishing of the Graduate Academic Calendar in accordance with Senate approved regulations and requirements.
* Coordinates with the Manager of Convocation & Alumni Relations and provides input and support related to graduate student convocation. Oversees the adjudication of the Governor-General’s Gold Medal and President’s Medals.
* Provides data as required to a variety of stakeholders for analysis and statistical reports, graduate program reviews, and data required for new graduate program development.

##### Communications & Recruitment

* Works closely with Director, Communications to develop strategic and targeted communications plans for the School of Graduate Studies.
* Oversees content for digital marketing initiatives and online ad campaigns. Provides guidance and oversight to Communications Officers working on Graduate Studies related content.
* Oversees the annual updating and publication of digital and print media for the School of Graduate Studies including the Viewbook and website.
* In collaboration with graduate programs oversee the development of online content required for new graduate programs including admissions information and program specific web pages.
* Coordinates attendance for recruitment opportunities at university fairs and open houses.
* Works closely with the Trent International Office to develop communications and resources to support the recruitment of international graduate students.
* Coordinates School of Graduate Studies participation at international recruitment fairs and supports the development of positive agent relationships by participating in agent meetings and educating agents on graduate programs and admissions requirements for international graduate students.

##### Student Support

* Liaises with Trent International to advise graduate students and graduate faculty on requirements related to visas, study permits, language proficiency, and UHIP.
* Oversees planning of Graduate Student Orientation activities and workshops at both the Peterborough and Durham campus.
* Liaises with the Centre for Teaching and Learning to coordinate professional development opportunities for graduate students.
* Counsels graduate students on academic matters (liaises with Dean of Graduate Studies, Graduate Program Directors, Supervisors, Registrar's Office, Financial Aid, Student Accessibility Services, etc., as appropriate).
* Collaborates with Student Accessibility Services to coordinate accommodation plans for students who require academic accommodation and support. Oversee required adjustments to student funding and liaise with graduate programs and academic supervisors as necessary.
* Oversees work of Graduate Placement Coordinator and ensures all graduate programs with placements/experiential learning requirements have access to appropriate reference documents and tools to effectively manage risk and ensure graduate student success and safety.
* Serves as liaison with the Trent Graduate Students' Association (TGSA) and Principal of the Graduate Student College.

##### Other

* Represents the University at meetings and conferences on graduate studies, as requested by the Dean of Graduate Studies.
* Provides assistance to the Dean of Graduate Studies with other miscellaneous tasks and projects when required.

#### Education Required:

* Masters Degree in Business Administration, Education, Management, or a related field.

#### Experience/Qualifications Required:

* Minimum of five to 7 years in a related environment with progressive responsibilities and supervisory experience in a unionized environment.
* Superior leadership and organizational skills.
* Advanced technical knowledge of student information systems (preferably Colleague), advanced MS Word, Excel.
* Significant financial planning and budget management experience.
* Proven track record of effective team and change management to affect improvement.
* Demonstrated understanding of strategic enrolment management concepts and academic policies and processes.
* Demonstrated ability in team building and a commitment to employee development and safety.
* Excellent interpersonal, collaborative and communication skills (both verbal and written) are essential to clearly communicate complex issues to senior administration, faculty, staff and students.
* Experience managing multiple projects within a rapidly changing environment.
* Ability to successfully address emerging and unpredictable events in a timely manner using tact and discretion as required.

##### Job Evaluation Factors:

##### Responsibility for the Work of Others

Direct Responsibility for the Work of Others:

* Graduate Records & Registration Officer
* Graduate Finance Officer
* Graduate Admissions Officer
* Graduate Admissions Assessor
* Graduate Placement Coordinator
* Graduate Administrative Assistants (3)
* Contract Staff
* Student Staff

Indirect Responsibility for the Work of Others:

* Graduate Academic Administrative Assistants (11)
* Graduate Program Coordinators (2)

##### Communication

Requires the ability to synthesize and summarize complex information for clear communication to a large variety of diverse audiences. Necessary to apply good judgement and tact to distil and present sensitive information depending on the audience. Requires frequent consultation with various stakeholders and departments within the institution, explaining analysis and rationale, and making recommendations. The job requires regular communication throughout the organization, as well as with many external partners and organizations.

Internal:

* Dean of Graduate Studies
* School of Graduate Studies Teams
* Graduate Studies Program Directors & Faculty
* Graduate Studies Academic Administrative Assistants
* Provost’s Office
* Office of Research and Innovation
* Office of the Dean of Arts & Science
* Dean of Education
* Dean of Nursing
* Graduate Studies Committee (Senate Committee)
* Graduate Program Academic Administrative Assistants & Program Coordinators
* Graduate Students
* Undergraduate Program Chairs and Administrative Assistants
* Trent International
* Human Resources
* Office of the Registrar
* Financial Services
* Information Technology
* Institutional Reporting
* Trent Graduate Students’ Association
* Traill College
* Centre for Teaching and Learning
* Student Services
* Student Accessibility Services Office

External:

* Prospective Students
* International Recruitment Agencies
* External content and marketing designers for communication materials
* Ontario Council of Graduate Studies
* Ontario Universities Application Centre (OUAC)
* External Consultants and Project Leads
* Other post-secondary institutions
* Communication with external auditors
* Communication with the Ministry of Colleges and Universities

##### Analytical Reasoning

Work requires very complex analysis and highly developed reasoning skills to solve a broad range of problems within a framework of broad policy and mandates. Considerable judgment required to plan and organize strategic, creative, policy and program, forming solutions which may affect the entire organization.

Examples

* Completes budget analysis and makes recommendations to ensure funds are used effectively and strategically.
* Continually assessing processes (Admissions, Records, Student Funding) and implementing changes to ensure the most efficient use of resources and consistently high service delivery to students.
* Identifying when policy revisions are required, drafting policy changes, presenting them to Graduate Program Directors and Graduate Studies Committee, and implementing them within School of Graduate Studies once approved.

##### Impact

Impact on the organization is significant and long term. Errors may cause serious delays in program or service delivery. Poor decisions may have negative effects on relations with faculty, staff, and students, as well as on institutional reputation.

Examples

* Failure to correctly forecast commitments and expenditure could result in overspending which directly impacts the ability to make strategic financial decisions for the institution. Also, this could result in excessive surplus funds which could result in missed opportunities for effective planning related to continued growth.
* Incorrect application and interpretation of policy and collective agreements could result in time consuming appeals and grievances, with the potential of incurring additional financial costs, and negative effects on relations with faculty and staff groups.
* Failure to establish a safe and respectful work environment and exercising appropriate communication with faculty and staff could result in toxic working conditions with long lasting negative impacts on the institution.
* Failure to build effective relationships with other departments and to ensure consistency in processes could result in inefficiencies and potential negative student experiences.

##### Motor/ Sensory Skills

* Fine motor skills on keyboard.
* Active hearing and listening when counselling students.

##### Effort

Mental:

* Sustained Concentration – frequent interruptions, requests, and newly emerging issues.
* Routinely deals with several, often unrelated, complex issues at the same time and solves complicated problems as they arise.
* Must be able to make complex decisions in a high volume, busy environment and respond to issues as they develop.
* Deal with multiple and competing deadlines and must establish priorities to ensure all tasks are completed in a timely manner.
* Must be responsive and provide guidance to staff when university or government regulations change. Sometimes change is sudden; must respond appropriately and offer guidance to staff.
* Must interpret complex policies and regulations which are often conflicting or not in alignment.
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