

Employment Opportunity



Job ID: #SCHII-23-57
Job Title: Manager, Student Central
Department: Student Central, Enrolment Services
Campus: Thunder Bay, ON
Status: Full Time
Job Category: Schedule II

Date Posted: December 7, 2023
Closing Date: January 8, 2024

Why Lakehead University?

Thunder Bay is one of Canada's top emerging cities. Here you will find a mix of modern city living and the best of nature – all on your doorstep. Thunder Bay provides small city affordability, big city opportunities and the bonus of a superior lifestyle. When it comes to location, nature and cost of living, Thunder Bay is one of the best places to live in Canada. For more on the vibrant city of Thunder Bay, visit thunderbay.ca.

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, for the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

About this Job

Reporting to the Vice-Provost Students & Registrar, the Manager, Student Central is responsible for the oversight, planning and operations for Student Central at Lakehead University's two campuses. As a champion of a shared student service model, the Manager guides and supports a multi-campus team in providing holistic advice and support to students in areas that span undergraduate admissions, academic advising, registration, graduation, and student awards and financial aid. The Manager champions the vision, implementing and managing the shared services in a manner that positively impacts the student experience. Working closely with the functional areas, along with other key campus partners, the Manager will collaborate with others and respond to the unique and evolving needs of a diverse student population across two campus locations.

Employment Opportunity

Job Duties

- Champions the Student Central model providing effective leadership and direction to the continued evolution of a one-stop service model encompassing the student facing experience for Undergraduate Admissions, Academic Advising, Records & Registration, and Student Awards & Financial Aid.
- Provides strong leadership, effective administration and efficient management to deliver an exceptional student experience that responds to the evolving needs of our students.
- Sets goals, objectives, and key performance indicators for the team and annually develops a plan that aligns with the institution's goals and objectives.
- Develops the strengths of the Student Central team; provides ongoing coaching and support to team members; fosters an environment that encourages open communication, team building, team success and professional growth.
- Collaborates and maintains open communication and problem resolution with the functional areas and subject matter experts; ensures regular flow of information and knowledge sharing with the Student Central team.
- Establishes and maintains collaborative relationships with key campus student service areas and academic areas to coordinate and enhance student supports and resources.
- Utilizes data driven decision making processes to assess the effectiveness of services and make improvements as needed.
- Implements and maintains technology platforms to streamline processes and improve service delivery.
- Develops and executes a comprehensive outreach strategy to engage and support students throughout their educational experience; identifies target student populations and creates tailored outreach plans.
- Collaborates actively with other student services departments to provide referrals and information and develop clear pathways for students.
- Applies expert knowledge of admissions, academic advising, and student awards and financial aid, and supports the Student Central team in developing their knowledge and expertise in supporting a holistic student approach.
- Manages complex student cases escalated by the Student Central team for resolution and intervention.

Qualifications

- A Bachelor's degree in a related field, with at least 3-5 years of leadership experience managing a high performing team, preferably in higher education or a related environment.
- A proven track record of service excellence, along with knowledge of and experience working with secondary and post-secondary educational systems and interpreting and applying policies.
- Demonstrated experience fostering a positive, team-based work environment and passion for supporting the professional growth of team members.
- Strong leadership and management skills; ability to effectively lead through change and adapt to change.
- Excellent verbal and written communication skills.
- Understands and appreciates the effectiveness of working synergistically with others, expertise in developing service standards and procedures with proven results and strong outcomes.
- Ability to effectively work with individuals from diverse cultural backgrounds, respecting and valuing their perspectives, traditions and needs.
- A strong understanding of strategic enrolment management (recruitment, student success and retention) along with the student life cycle is considered an asset.
- Experience in the use, management and change of enterprise systems; familiarity with Ellucian

Employment Opportunity

Colleague would be considered an asset.

Working Conditions

- Office environment

What do We Offer?

This position offers a competitive remuneration package including salary, comprehensive benefits package, life insurance, pension plan, and tuition waiver.

Lakehead University has a commitment to supporting employees and providing opportunities for flexible and diverse work arrangements. We are proud to share the [Alternate Work Arrangement Guideline](#) as a step to creating innovative schedules that work for our employees to promote a quality work-life balance. Please inquire with the hiring manager if this position is eligible for an Alternate Work Arrangement.

How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover letter and resume in word or PDF format.

If you are experiencing any issues with the Google Form, please email careers@lakeheadu.ca for assistance.

We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, racialized persons, Indigenous people, persons with disabilities and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.

Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8010 ext. 8334 or human.resources@lakeheadu.ca to make appropriate arrangements.