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OPPORTUNITY PROFILE

AVP, Student Services

Location: Saskatoon/Regina

The Organization

<https://saskpolytech.ca/>

Saskatchewan Polytechnic is the province's only polytechnic and the primary institution for post-secondary applied education and research. Proudly sharing land located in the homeland of the Metis people and on Treaty 4 and Treaty 6 Territory, we serve more than 26,000 students through campuses located in Moose Jaw, Prince Albert, Regina, and Saskatoon. Saskatchewan Polytechnic offers more than 150 certificate, diploma, and degree programs, including two collaborative baccalaureate degree programs and a collaborative master's degree program, basic education and academic upgrading, credit and non-credit extension courses, apprenticeship training, televised, hybrid, online, distance and off-campus programming. Our programs are led by a most accomplished and innovative faculty. As a member of Polytechnics Canada, we are committed to offering a broad range of educational experiences that are student-centered and industry responsive.

Saskatchewan Polytechnic provides the skills and education that the province needs to grow and prosper. We have a long history of working with industry and the community to meet education needs demonstrated by our excellence in teaching, strength in research and proven student success. Through our partnerships we ensure our programs match opportunities in the real world.

The Role: AVP, Student Services

As a member of the senior academic team, the AVP plays a lead role in policy and process development, and in aligning services to effectively support the academic model and organizational strategies.

Major areas of accountability include:

- **Strategic Enrolment Management (SEM)**
Strategic Enrolment Management is responsible for leading, guiding and integrating institution-wide SEM initiatives related to student recruitment, retention, and success; and for linking the principles of SEM with those of academic leadership. Student recruitment specifically includes the development, coordination and implementation of a comprehensive strategy to attract and recruit students to Saskatchewan Polytechnic programs and includes the Saskatchewan Polytechnic contact center.



- **Enrolment Services** includes international admissions, registration services and student information systems. Registration services coordinate and provide a wide variety of services supporting the academic careers of students at Saskatchewan Polytechnic from the point of admission through to graduation and student records.
- **Student Experience & Learning Services** includes student employment services, student engagement and success including liaison with the Saskatchewan Polytechnic Student Association, learning services, and general student services operations.
- **Counselling, Accessibility & Health Services** includes student counselling services for personal and academic support, accessibility support and services to assist students with disabilities and equity challenges, on-site health services and wellness services such as recreational opportunities.

The Associate Vice President, Student Services is accountable to the Provost and Vice President, Academic for the institute wide planning, development and integration of a wide variety of student and corporate services delivered at four main campuses. The AVP has responsibility for a significant team of 230+ senior professionals and specialists tasked with developing, enhancing and implementing services that contribute towards student recruitment and success.

The Associate Vice President, Student Services is accountable for providing direct leadership to:

- Director, Enrolment Services & Registrar
- Director, Student Experience & Learning Services
- Director, Strategic Enrolment Management
- Director, Counselling, Accessibility & Health Services
- Executive Assistant

Based at any of our campus locations, this position is one of 5 AVP's reporting to the Provost and Vice President, Academic. Services are provided at all four Saskatchewan Polytechnic campuses. Travel is required between all campuses for leadership and administrative responsibilities, as well as travel provincially, nationally and occasionally internationally.

Specific Accountabilities

Providing leadership in developing, enhancing and implementing a wide variety of student services that are aligned with the overall strategic goals of Saskatchewan Polytechnic are key areas of responsibility. The AVP is accountable for the following:

1. Student Services Leadership

- Develop and direct the implementation of goals and objectives for the four major areas of accountability.
- Lead and develop opportunities for the digitization of workflows and student systems modernization.
- Provide direction in implementing policies, guidelines, processes and practices that govern all aspects of student services throughout the institution.
- Ensure a common structure and coordination of services among all four campuses.
- Provide leadership in policy development through the Senior Academic Leadership Team.
- Coordinates convocation ceremonies on four campuses.

2. Institutional Planning

- Develop and champion divisional priorities and work with the leadership team in pursuit of these objectives.
- Ensure plans are aligned with the needs of key stakeholders and emerging trends.
- Participate as a member of the Saskatchewan Polytechnic Senior Academic Leadership Team in the development of the Multi-Year Business Plan and Capital Plan.
- Champion the development of strategic enrolment management initiatives.
- Ensure effective and impartial implementation of the student appeal process, the application of the student conduct policy, and student services policies and other institutional policies and procedures.

3. Relationship Management

Internal

- Work closely with the Senior Academic Leadership Team to ensure high quality and consistent services are integrated, supportive and meet the overall institutional direction.
- Foster a strong working partnership with the International department to ensure efficient international student admissions and support. Build and maintain relationships among the various student services units as well as the students' associations.
- Build and maintain relationships across academic and administrative divisions.
- Provide direction and resolution regarding conflict, complaints and relational issues impacting student Services.
- Builds and maintains relationships with students and student groups across Saskatchewan Polytechnic. Accountable specifically for building and maintaining positive relationships (both business and advisory) with the students' associations.

External

- Represent Saskatchewan Polytechnic on national, provincial, departmental and regional committees as required.
- Maintain relationships and co-operation with other partners in the training system provincially, national and internationally, including the Ministry of Advanced Education.

4. People Management

- Ensure a positive, diverse and inclusive work and learning environment.
- Recruit, orient and retain outstanding staff in pursuit of academic service excellence aligned to Saskatchewan Polytechnic's values: respect, integrity, sustainability and excellence.
- Coach, develop and mentor direct reports to ensure their success.
- Hold employees accountable for outcomes and a high level of performance by addressing people management issues within the division in a timely manner.
- Plan for future key leadership roles by ensuring succession and workforce planning initiatives are implemented within the division.
- Promote strong employee engagement.

5. Resource Allocation

- Ensure resource allocation for all programs and services are aligned with the Multi-Year Business Plan and the Capital Plan.
- Develop and manage both operational and capital budgets in accordance with divisional objectives; monitors the division's progress in meeting divisional objectives, project plans and priorities as set in the operating and capital plan.
- Develop innovative solutions to resource challenges while ensuring alignment with and support of Saskatchewan Polytechnic's strategic plans.
- Provide monthly and ad hoc reports to the provost and vice president, academic as required.

6. Risk Assessment and Management

- Identify, assess and manage risks in the planning processes completed within the division.
- Ensure accountability and transparency of the division's activities, information and reports.
- Ensure compliance with federal and provincial laws, regulations, Saskatchewan Polytechnic policies and collective agreements.
- Ensure the general safeguarding and stewardship of all resources within the division.

The Person

Preference will be given to an incumbent with a graduate degree in education or a related discipline; consideration will be given to a bachelor's degree and extensive relevant experience. This position requires the incumbent to have a minimum of seven years' experience in a post-secondary student services environment, as well as senior level management experience with a demonstrated history of developing and leading high performance teams. Experience and knowledge with student system modernization (CRM, Infosilem, etc.) is desired.

Leadership Competencies

- **Leads Transformation:** Anticipates emerging trends and creates opportunities that shape and transform the organization and polytechnic sector in Canada.
- **Inspires Courage & Innovation:** Models and enables creative thinking, curiosity, and calculated risk taking to create new solutions.
- **Cultivates Strong Relationships:** Builds strong and trusting relationships, and brings a stakeholder and learner-centric mind set and focus to all elements of the organization.
- **Drives Operational Excellence:** Leverages business insight, financial acumen, and operational rigour to maximize productivity and build long-term, sustainable success.
- **Builds Leadership & Culture:** Brings authenticity, emotional intelligence, and accountability to develop leadership effectiveness in individuals, teams, and our culture.

Compensation

A competitive compensation package will be provided including an attractive base salary and excellent benefits. Further details will be discussed in a personal interview.

Express Your Enthusiasm

Email a convincing cover letter and tailored resume to **Shalini Bhatt** or **Chelsey Howarth** at saskatoon@leadersinternational.com with the job title in the subject line of the email.