Director of Engineering Experiential Learning and Student Support

Overview of Position

<table>
<thead>
<tr>
<th>Role Details:</th>
<th>For Human Resources Use:</th>
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<tbody>
<tr>
<td>Incumbent:</td>
<td>Classification: SG 17</td>
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<tr>
<td>Department:</td>
<td>Job Code: MM5147</td>
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<tr>
<td>Unit/Department Leader: Ken Coley</td>
<td>Department #: 260100</td>
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<tr>
<td>Date: March 2021</td>
<td>Classified Date: 04/21</td>
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<tr>
<td>Position Number (if applicable): 00002107</td>
<td>Effective Date: RFH/NC</td>
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<td></td>
<td>Evaluator: SW</td>
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<td>Job Family: Student Services</td>
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Purpose of Position (2 or 3 sentences about why this role exists and how it contributes to the mission and goals of the unit)

The Director of Engineering Experiential Learning and Student Support provides strategic leadership to their team, and directs and oversees the development, implementation and monitoring of activities aimed at enhancing and integrating academic and experiential learning opportunities within the Faculty, and increasing the involvement and engagement, of students in the Faculty of Engineering. The role leads the development and implementation of a strategic plan for an integrated approach to Experiential Learning and Student Support that aligns with the Faculty of Engineering’s overall strategic plan, and ensures that programs, policies, and procedures are in place to ensure the unit is positioned to realize its strategy. The Director oversees all aspects of the operation in the areas of student academic and wellness services, awards and scholarships, career services, community and industry relations, student orientation, events, clubs, groups and teams, and directs and oversees the allocation of financial, human and physical resources, and ensures appropriate controls are in place to manage risks. The role identifies and acts on opportunities for improvement, and ensures that a rich array of programs and services are provided to assist current undergraduate and graduate students with their academic and experiential learning throughout their academic careers. The Director also provides comprehensive and strategic expertise regarding their portfolio, and provides coaching and training to staff to ensure that highly efficient, client-focused and responsive services are delivered to the Engineering and external community.

Unit Overview

Unit’s Mission (2 or 3 sentences about the overall purpose or role of the unit):

The Faculty of Engineering at Western University is a vibrant teaching and research faculty that consists of six academic units: Chemical & Biochemical Engineering, Civil & Environmental Engineering, Electrical & Computer Engineering, Mechanical & Materials Engineering, The School of Biomedical Engineering, and the John M. Thompson Centre for Engineering Leadership & Innovation. It is also home to several outstanding centres and research institutes including the Boundary Layer Wind Tunnel Laboratory (BLWTL), The Wind Engineering, Energy and Environment Research Institute (WiindEEE), the Institute for Chemicals and Fuels from Alternative Resources (ICFAR), University Machine Services (UMS), and the Fraunhofer Project Centre (FPC). Approximately 2400 undergraduate students are enrolled in one of our nine...
undergraduate programs and close to 850 graduate students are completing degrees at the master’s or doctoral levels.

**Key Goals of the Unit:**

1. To provide students with high quality enriched undergraduate and graduate programs;
2. To become one of the leading Canadian research-intensive Engineering Faculties, internationally recognized for the excellence and impact of its research;
3. To develop global minded leaders through internationalization and enriched education outside the classroom.

**Key Accountabilities**

(a) Summarize, in point-form, the work to be performed. (b) As applicable, indicate with whom the role collaborates to perform the work, and to whom the work is provided. (c) Indicate relevant metrics to indicate the scope of the work e.g. size of budget managed, payroll administered, or research funding administered, number of direct reports, number of students served by role, square footage of facilities managed by role, etc.

- Provides strategic and integrated leadership, while articulating a clear vision which supports and enables staff to excel in the delivery of services
  - Oversees the day-to-day academic and experiential activities and provides support to staff in the areas of student academic and wellness services, awards and scholarships, career services, community and industry relations, student orientation, events, clubs, groups and teams, to facilitate the achievement of ambitious results and objectives (Approx. 2 direct staff reports and 12 indirect staff reports, and several student leader indirect reports, who are on the undergraduate services, experiential services team (including career services), as well as student leadership; Supports approx. 2400 undergraduate and 850 graduate students; numerous community/industry partners)
- Leads the development and implementation of strategic initiatives in the design and delivery of a vibrant suite of experiential learning opportunities and support for student success; Engages actively with Student Leaders the Dean, Associate Deans and Leaders in the Faculty to refine and improve in these areas
- Develops a well-aligned vision for the unit which is responsive to the changing needs of students
- Manages and oversees the budget planning cycles, and implements the allocation of the budget plan for the unit
- Supports the development of policies, procedures and practices related to their portfolio
- Enhances the profile of the Experiential Learning and its integration with the core curriculum, oversees the development and distribution of creative and informative communications, and ensures that websites and other documentation are updated
- Coordinates staff functions and human resources processes impacting staff in adherence with University policies and procedures and relevant legislation
- Builds and manages relationships, collaborates with programs and departments within and outside the Faculty, and a variety of external stakeholders aimed at enhancing the student experiential learning and academic and success
- Develops, implements and evaluates new initiatives, programs and services
- Determines project priorities and change management strategies to implement new initiatives
- Effectively manages confidential and sensitive information in compliance with policies and procedures
- Analyzes risks and ensures controls are in place
Outcomes the role is to Achieve

Client Services

- The University community is served by an engaged and motivated team focused on delivering excellent customer service

Finance and Budgeting

- A balanced budget that is comprehensive of all expenses and aligned with Faculty strategic plans

Leadership

- Staff work effectively and collaboratively as a team to achieve departmental goals and with the broader Faculty of Engineering to achieve Faculty goals

Management

- Implementation of best practices with a focus on continuous quality improvement
- Unit goals and work plans are aligned with Engineering and Western's strategic directions
- Achievement of effective and optimal use of resources
- Risk is mitigated and monitored and Western's compliance with legislation is maintained

Problem Solving

- Sound decisions based on a mixture of analysis, wisdom, experience and judgment

Project Management

- Change initiatives are supported by implementing new directions and providing appropriate information to clients

Relationships

- Relationships are strengthened and new partnerships and enhanced programming are developed

Student Experience

- Academic success and student experiential experience is enhanced

Problem Solving & Authority for Decision

(List a few examples of complex or challenging issues regularly encountered in this role where it requires the incumbent to identify or recommend a solution e.g. issues with respect to service delivery, planning, human resources, students, facilities, or other areas. For each
example, indicate who is affected by the solution e.g. clients, colleagues, Department, Faculty, University)
a) Examples of issues that the incumbent is expected to resolve independently and who is affected

Finance and Budgeting

- Managing financial resources to ensure the efficient and effective use within approved budget

Human Resources

- Carrying out human resources processes, including hiring decisions, providing training and evaluating staff performance

Leadership

- Establishing departmental strategies and prioritizing initiatives and projects

Management

- Day-to-day supervision of support staff, setting priorities, reviewing processes and resolving issues
  - Identifying and acting on opportunities to improve current processes and practices
  - Operationalization of departmental strategic plans and priorities
  - Leading the development and implementation of new programs and initiatives

Problem Solving

- Research into resolutions to newly presented issues, identifying and recommending solutions where appropriate

b) Examples of issues where the incumbent requires approval and/or consultation with supervisor or others to resolve and who is affected:

Finance and Budgeting

- Major staffing or financial resource allocations that are unanticipated

Human Resources

- Staff issues including discipline, performance issues, grievances, attendance management and return to work considerations

Management

- Introducing significant changes in established priorities and processes that impact other departments
• Creation or elimination of a major program or service

c) Pre-established Guidelines for Decisions (e.g. List key University policies, Western collective agreement articles, Legislation, professional or other standards that specify the way the role must perform certain tasks or make certain decisions)

University Wide

• Manual of Administrative Policies and Procedures
• Academic Calendar
• Faculty Academic Policies and Procedures
• Senate Policies
• Student Code of Conduct
• Western's Strategic Plan
• Western’s Budget and Reporting Guidelines
• Western’s Human Resources Policies and Procedures
• Western's Financial Policies and Procedures
• Western’s Web Style Guide

Employee Contracts

• Collective Agreements and employment policies

External Agency and Professional Guidelines

• External Funding Agency Guidelines
• Program Accreditation regulations and guidelines

Statute

• Human Rights Code
• Employment Standards Act
• Freedom of Information and Protection of Personal Privacy (FIPPA)
• Accessibility for Ontarian's with Disabilities Act

Support and Resources

a. Leadership: Who provides the incumbent with work expectations, coaching, development support, formal performance feedback and evaluation?

The Director will work with the Associate Deans and Dean to establish priorities and work assignments. The Dean will provide performance feedback and coaching regularly, and more formal reviews annually through the PDG process to collaboratively design and oversee their professional development plan.

b. Colleagues and Key Resource People: With whom does the incumbent regularly collaborate to receive or share information and engage in problem-solving relevant to their role?

• Dean, Associate Deans and Leaders in the Faculty of Engineering
• Faculty, staff and students in the Faculty of Engineering
• Student clubs, groups and teams in the Faculty of Engineering
• Support Departments (Student Experience, SGPS, President's Office, HR, Finance)
• External Agencies, Community Partners, Industry and Corporate Partners, Visitors

c. Other: List any specialized training, equipment, resources, or other supports required for success in this role (e.g. PeopleSoft training, lab safety, mobile devices, private space, protective equipment, etc.).
• Private office location
• Computer/Laptop
• System access to databases and information relevant to the accountabilities of the role
• Leadership Training

Work Context
*ATTACH an organization chart that shows to whom the role reports, key peer relationships and whom the role supervises if applicable.

Requirements to Perform Successfully
a. Education
Minimum Required:
• Bachelor's Degree in a relevant discipline

Professional Qualifications and Licenses:
•

Preferred:
• Master's Degree in a relevant discipline

b. Experience
Minimum Required:

- 7 years’ of progressive experience in an academic environment leading a team of staff, developing and overseeing student programming aimed at enhancing the student academic and experiential experience (e.g. counselling services, career services, community relations, industry relations, student clubs and teams)
- 3 years’ experience in strategic planning, implementation and operationalization

Preferred:
- Leadership experience in an Engineering or Science academic environment

Knowledge, Skills, Abilities and Attributes

- Comprehensive understanding of the opportunities, challenges and best practices related to student experiential learning in an academic environment
- In-depth knowledge of best practices for handling sensitive and confidential information
- In-depth knowledge of best practices in building a strong collaborative team and leading people
- In-depth knowledge of best practices for change management
- Familiarity with Human Resources principles and practices, Employment Standards Act, Human Rights Code and related policies and procedures
- Ability to ensure expenditures and resources are within allotments, and to make appropriate modifications when required
- Openness to recognize when change is necessary, and to develop, implement and lead effective change management strategies
- Ability to establish effective routines for excellent communication with all members of the team to maximize productivity
- Communication skills with the ability to converse with, write reports for, and deliver presentations to all levels of the organization
- Competency to maintain confidentiality and treat sensitive information with discretion
- Innovative and flexible critical thinking skills to adjust to and implement new processes or technology to the University’s advantage
- Ability to draw on diversity of skills, backgrounds and knowledge of people to achieve more effective results
- Ability to understand customer needs and expectations and lead the development of programs and services to directly and indirectly satisfy expectations
- Ability to make decisions and recommendations that are clearly linked to the organization’s strategy and goals
- Ability to handle details with a high degree of accuracy and to organize and prioritize a high volume of work to meet deadlines
- Ability to promote individual growth by encouraging others to learn new skills and develop themselves
- Ability to perceive and understand the emotions of others and interact with them appropriately based on those emotions
- Ambitious with the ability to identify opportunities, develop action plans and set challenging goals in order to achieve desired outcomes
- Ability to quickly re-allocate resources and adjust priorities in response to unexpected events or changing circumstances
- Ability to provide guidance to assist others in solving complex problems
- Computer skills with the ability to train others in system usage
- Intermediate computer skills in Microsoft Office Suite
• Influential interpersonal skills that build positive and strong relationships at all levels of the organization
• Capacity to handle risk and uncertainty, while being decisive in ambiguous situations
• Leadership skills with the ability to inspire employees and develop a shared vision to lead a team to excellence
• Ability to lead and develop rigorous recruitment processes, ensure on-going training and development, and performance management
• Ability to search within and outside the formal boundaries of the organization for innovative ways to improve work
• Project management skills to align projects with strategic goals and operational objectives
• Ability to anticipate new trends and identify opportunities to promote the long term goals of the University
• Ability to work independently and effectively as a member of the leadership team to achieve strategic goals
• Familiarity with University policies and procedures preferred

Background Checks Required
☑ Education Verification
☐ Driver Abstract
☐ Police Criminal Record Check
☐ Police Information Check
☐ Credential Verification
☐ Credit Inquiry
☐ Police Vulnerable Sector Check
☐ Other:

Working Conditions

Physical Effort:
☑ Computer workstation
☐ Extensive walking
☐ Lifting/pushing heavy objects
☐ Squatting/awkward positions
☐ Climbing
☐ Highly repetitive movements

Other Physical Effort:

Physical Environment:
☑ Normal administrative office environment
☑ Driving on behalf of employer
☐ High noise level
☐ Exposure to welding equipment and fumes
☐ Extremes of temperatures
☐ High dust concentrations
☐ Potential exposure to hazardous substances
☐ Exposure to contagious illnesses
☐ Exposure to chemical or biological agents
☐ Exposure to occupational injuries

Other Physical Environment:

Sensory Attention:
☑ Prolonged periods of listening/reading/watching/observing
☐ Smelling, tasting, touching
☐ Monitoring video displays
☐ Auditing
☐ Technical troubleshooting

Other Sensory Attention:

Mental Demands:
☑ On-call responsibilities outside of normal schedule
☑ Odd and irregular schedule of hours
☑ Requirement to travel out of town
☑ Unpredictable workload
☐ Isolation or boredom
☑ Ongoing interruptions
☑ Multiple/simultaneous deadlines
☐ Exposure to the suffering of others

Other Mental Demands:
- Is required to attend meetings and events outside of regular business hours (many events run on evenings and weekends) with some travel (post-pandemic) across Canada.

Reason for Submission to Human Resources (Type a Y to the left of the reason):

<table>
<thead>
<tr>
<th>Reason</th>
<th></th>
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<tbody>
<tr>
<td>Evaluation and recruitment of a new role</td>
<td></td>
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<tr>
<td>Evaluation and recruitment of an updated or redesigned role</td>
<td>Y</td>
</tr>
<tr>
<td>Evaluation of a redesigned role that is currently filled</td>
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Distribution of Completed Document: