

Associate Director, International Relations

University of Waterloo

Waterloo, Ontario, Canada

Salary range: \$89,059 - \$111,323

Together with the Associate Director, International Operations, the Associate Director, International Relations is the senior managerial lead for the Waterloo International office reporting to the Associate Vice-President, International (AVPI). In collaboration with the Faculties and Academic Support Units, Waterloo International advances the University of Waterloo's multiple international goals and in particular Strategic Plan goals. Accountable to the AVPI, the Associate Director, International Relations is responsible for overseeing the strategic development, implementation, monitoring, and continuance of international relations for the University of Waterloo.

Responsibilities

Leads and Manages International Relations for Waterloo International

- Oversees the successful implementation of Waterloo International's strategic plan/direction including:
- Preparing action plans and implementing approved activities that align with the content of the strategic plan
- Engaging with internal and external stakeholder to gain acceptance of the plan and to deliver projects
- Tracking and reporting on the progress of implementation of the plan
- Suggesting value-added improvements to the plan
- Assisting the AVPI in the development of new strategic plans
- Identifies and engages strategic international partners
- Engages with international institutions, in consultation with Waterloo International's International Relations team members to develop, maintain, and foster productive relationships.
- Provides hands-on leadership to ensure compliance with both internal policies and external legal requirements, where applicable
- Working with internal stakeholders, prioritizes key strategic opportunities, projects and activities, ensuring alignment with the University Strategic Plan, appropriate use of resources and effective return on investment.
- Assesses new opportunities in an efficient and timely manner ensuring that appropriate efforts have been made to evaluate and document the assessment
- Fosters and maintains strong internal relationships with key university members including but not limited to, research, exchange, co-op, alumni relations, marketing and undergraduate recruitment, graduate studies and post-doctoral affairs, in order to advance the international goals of the University
- Responsible for building strong and productive relationships with key international university partners
- Ensures continuous improvement by monitoring current practices, keeping aware of new trends, and recommending changes as appropriate to all areas under their direction
- Serves as an expert resource in international etiquette and protocol providing value added advice across the University on best practice for hosting international delegates or interacting in different international cultural contexts

Leads and Manages International Relations Team

- Directs, coordinates, and advises to ensure that the day-to-day operations of Waterloo International's International Relations team are supported effectively and efficiently
- Hires, manages, and deploys the International Relations team to ensure achievement of Waterloo International's strategic goals in the areas under their direction
- Ensures that all staff under their direction receive appropriate coaching, training, and opportunities for personal growth and professional development
- Evaluates the contribution of direct reports, providing ongoing feedback and conducting Annual Performance Reviews
- Ensures that all staff under their direction participate in the establishment of, and adherence to, strategic plans for the achievement of departmental and team objectives
- Leads the acquisition of feedback from stakeholders regarding the effectiveness of services provided by International Relations team members
- Appropriately delegates responsibility and allocates work among the International Relations team members
- Ensures the creation and maintenance of a work environment that fosters, recognizes, and rewards consistent application of the Basic Principles of the University of Waterloo workplace
- Ensures that international delegates visiting the University of Waterloo are appropriately hosted, providing cultural awareness training to the Waterloo International team and other University of Waterloo members
- Ensures functional cross team collaboration and continuous improvement of procedures among Waterloo International teams (International Relations, International Agreements, and Safety Abroad teams)
- Responsible for ensuring that the International Relations team effectively utilizes the International Relations Management software
- Collaboratively develops and implements office policies
- Analyzes and measures processes to ensure delivery against targets
- Assists with international marketing and communication efforts as they relate to international relations

Strategic Advice and Support

- Works with the AVPI and the university community to develop, interpret, communicate and implement long-range strategic plans for Waterloo International
- Initiates, leads and reports on strategic initiatives that will further the internationalization goals of the university as described in the University Strategic Plan and the International Strategic Direction
- Provides advice, critical analysis, and reporting to the AVPI, senior administration and internal/external stakeholders on issues impacting the University's achievement of its international goals
- Stays up-to-date on issues and trends in the field of international higher education

Key Member of Waterloo International

- Manages assigned portfolios in order to provide the AVPI with appropriate information to facilitate strategic planning decisions
- Attends meetings with international partners and potential partners with or on behalf of the AVPI to ensure that appropriate follow up occurs and that the AVPI is briefed on all issues and outcomes
- Represents Waterloo International at international conferences

- Periodically manages Co-operative Education students
- Together with the Associate Director, International Operations acts as the designated senior representative for Waterloo International in the absence of AVPI
- Other duties as assigned

Qualifications

- Bachelor's degree in International Relations, Political Science or a related field; Graduate degree preferred
- 7-10 years of demonstrated progressive experience, including 3-5 years at a managerial level, in a complex post-secondary service delivery environment
- 5 years of experience working with internationally-focused teams and international relationship management
- Excellent communication and interpersonal skills, with a deep commitment to customer service, innovative approach to problem solving and a track record for leading high-performance delivery teams defined by a culture of excellence and responsiveness
- Proven success in diagnosing, isolating, and resolving complex issues and processes, and recommending strategies for solving problems
- Previous experience in hiring, directing, evaluating, and developing employees
- Demonstrated leadership experience and proven ability to engage internal and external stakeholders in building consensus in a complex environment of competing priorities
- Experience in utilizing client relationship management information systems
- Essential: flexibility, diplomacy, sound judgment, and relations-management skills coupled with the ability to influence and motivate others and to manage crisis situations effectively
- Essential: sound understanding of the sensitivities involved in interacting in a cross-cultural context and demonstrated comprehension of international business etiquette
- Proven proficiency as a strategic planner, with demonstrated management skills and success in promoting and maintaining strong working relationships with international partners
- Evidence of highly developed human resources management abilities, including hiring, directing, evaluating, and developing employees
- Proficient in the development and implementation of business processes and procedures in a collaborative, decentralized, multi-resource environment
- Proven ability to effectively manage multiple priorities and exercise independent, prudent judgement
- Intermediate Microsoft Office skills
- Periodic international travel and work outside normal operating hours is required

Applications are encouraged immediately with a deadline of Friday, 3 September 2021.

Equity Statement

The University of Waterloo is committed to implementing the Calls to Action framed by the Truth and Reconciliation Commission. We acknowledge that we live and work on the traditional territory of the Neutral, Anishinaabeg and Haudenosaunee peoples. The University of Waterloo is situated on the Haldimand Tract, the land granted to the Six Nations that includes six miles on each side of the Grand River.

The University values the diverse and intersectional identities of its students, faculty, and staff. The University regards equity and diversity as an integral part of academic excellence and is committed to accessibility for all employees. The University of Waterloo seeks applicants who embrace our values of equity, anti-racism and inclusion. As such, we encourage applications from candidates who have been historically disadvantaged and marginalized, including applicants who identify as First Nations, Métis and/or Inuit/Inuk, Black, racialized, a person with a disability, women and/or 2SLGBTQ+.

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority.

The University of Waterloo is committed to accessibility for persons with disabilities. If you have any application, interview, or workplace accommodation requests, please contact Human Resources at hrhelp@uwaterloo.ca or 519-888-4567, ext. 45935.

View online at: <https://careers-uwaterloo.icims.com/jobs/6362/associate-director%2C-international-relations/job>