

Classification	Administrator
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Pay Group:	17

## **JOB DESCRIPTION – ASSOCIATE VICE-PRESIDENT, STUDENT SUCCESS**

### **NATURE AND SCOPE OF WORK**

Capilano University's Associate Vice President for Student Success is a senior administrative officer responsible for providing leadership, insight, innovation, and accountability in a variety of student support service areas. Reporting directly to the Vice President Strategic Planning, Assessment and Institutional Effectiveness, the AVP Student Success will cultivate and coordinate institutional structures and programs designed to help all Capilano University students become intentional in their learning, engaged in their university experience, and successful in their chosen fields.

As an important member of the university executive team, the AVP Student Success will collaborate with colleagues on the development of university-wide policies, short and long-term strategic plans, budgetary accountability structures, and campus initiatives. The AVP Student Success will at all times work to ensure the advancement of Capilano University's mission, values, goals, and vision as well as the success of our students, staff, faculty, and community.

### **Summary**

The AVP Student Success is specifically responsible for accountability, budgeting, coordination, development, management, and strategic planning in the following student support service areas:

- Accessibility Services
- Athletics and Recreation
- Career Development
- Centre for Student Success
- Community Outreach
- Counseling Services
- Health and Well-Being
- Learning Success
- Student Affairs
- Student Success Support

### **ILLUSTRATIVE EXAMPLES OF DUTIES**

- Articulates and communicates university support of student success in all areas of student services.
- Contributes to the development, review, and revision of administrative policies and practices relevant to student success.



- Delegates appropriate authority to other administrators and supervisors reporting to the AVP, and assumes the duties of those administrators when required
- Develops and circulates reports and university documents as required for internal and external purposes.
- Develops the annual budget (operating and capital) and the overall allocation and effective utilization of budgets for all assigned areas of responsibility, represents those areas in the university's budgetary process, and ensures that annual expenditures fall within the limits of approved budgets.
- Encourages an open, supportive relationship with the student community, recognizes and promotes innovative approaches to student success, understands and appreciates the diversity of student issues and experiences.
- Facilitates and maintains optimal communication and cooperation within and between areas under the AVPs authority and between those areas and other areas of the university.
- Maintains an ongoing schedule of planning, assessment, and reporting for all areas of responsibility including the development of short- and long-term goals for student success. Oversees the development of student and instructional support services, in collaboration with other functional areas.
- Participates fully in evaluation and accountability initiatives relevant to the mission of the university and the goals of student success.
- Participates in fundraising activities appropriate to assigned areas of responsibility, in collaboration with other university representatives and units.
- Plans, organizes and reviews work of administrators, faculty and staff engaged in the work within the areas of responsibility including mentoring, management, and evaluation. Provides the necessary information, supervision, and support to enable other administrators and supervisors reporting to the AVP to fulfill their duties.
- Provides administrative and academic leadership and guidance in the assigned areas of responsibility.
- Provides guidance, information analysis and resources to the VP Academic and Provost on matters pertaining to areas of responsibilities with regard to educational, personnel, and fiscal planning.
- Provides strategic leadership and management to all areas related to student success consistent with the goals and mission of the university.
- Represents the university on the international, national, provincial and regional levels through participation in committees and task forces, government initiatives and school district collaborations, post-secondary organizations and institutions.
- Represents the university to external constituencies by developing relationships and partnerships with local communities and external organizations, commerce and industry, municipal and provincial government, primary and secondary schools and districts, other post-secondary institutions in BC and beyond.



- Works closely with other departments in the development, operation, and assessment of student success services in support of student success.
- Works with the VP Academic and Provost to maximize efficient and relevant services to prospective, current and future students, including the development of plans and programs for student recruitment and retention, engagement and integration, support and success.
- Other duties as assigned.

## **REQUIRED LEADERSHIP COMPETENCIES**

### **1. Job Knowledge**

Possesses functional and technical knowledge as well as demonstrates understanding of job assignment. Performs key responsibilities and understands how to effectively utilize key resources and technology for all aspects of the job.

### **2. Service Focus**

Values the importance of delivering high quality, innovative service to internal and external customers (colleagues, students, families, visitors, etc.). Understands the needs of the customer and follows up to ensure satisfaction. Able to prioritize and set work activities accordingly. Uses relevant skills to achieve goals and finds innovative solutions to achieve the “extra mile”.

### **3. Result Oriented**

Takes responsibility for own work. Feels personally committed and accountable to deliver results quickly, accurately and effectively. Uses thoughtful judgment when responding to situations that are not going well and uses foresight to overcome obstacles.

### **4. Initiating Action/Taking Initiative**

Readily takes action consistent with departmental or University objectives. Volunteers readily and takes independent actions when appropriate. Leads by example and is a good role model for others to follow. Suggests methods and procedures to improve departmental operations.

### **5. Leadership and Supervisory Abilities**

Attracts and selects the best talent. Coaches and inspires people. Sets expectations, recognizes achievements and proactively manages conflict. Delegates and consistently guides the team towards the outlined goals. Clearly defines responsibilities and authority limits of subordinates. Recognizes individual capabilities and assigns work accordingly.

### **6. Problem Solving and Decision Making**



Identifies problems, involves others in seeking solutions, conducts appropriate analyses, searches for best solutions and responds quickly to new challenges. Makes clear, consistent and transparent decisions. Acts with integrity in all decision-making, distinguishing relevant from irrelevant information. Assures adequate control and accounting of all funds including maintaining sound financial practices. Demonstrates a cross-university view.

### **7. Strategic Planning and Organizing**

Aligns departmental priorities with the University's purpose. Measures outcomes and uses feedback to change as needed. Proposes solutions and alternatives on allocation of resources to achieve the University's outlined strategy. Approaches decision making (including, where applicable, program development, modification and or cancellation) with a focus on the potential impact on student enrollment, engagement and success.

### **8. Employee Development**

Encourages and supports employee participation in personal and professional development. Able to coach, evaluate, develop and inspire direct reports. Provides constructive and objective performance feedback on a regular basis. Acknowledges and encourages good performance and proactively identifies and discusses performance problems in a timely manner. Ensures risks are minimized through proactive succession planning.

## **REQUIRED KNOWLEDGE, ABILITIES AND SKILLS**

- Extensive knowledge of and experience with student support and success services in a university environment, including:
  - Accountability systems and successful practices.
  - Assessment practices, innovations and requirements.
  - Strategic enrolment management practices.
  - Student data collection, analysis, and management options.
  - Technologies used to promote and monitor student success.
- Demonstrated ability to represent student support and success services to internal and external audiences including departments, committees, boards, government, and other organizations.
- Demonstrated ability to represent student support and success services in budget development and management of university programs and services.
- Demonstrated ability to collaborate and engage with all members of the university community including students, staff, faculty, administrators and external stakeholders.
- Demonstrated commitment to the mission and mandate of a learning and teaching focused post-secondary institution.



- Demonstrated commitment to the support and success of all students, including those most in need of understanding and assistance.

#### **REQUIRED TRAINING AND EXPERIENCE**

- Doctorate or equivalent terminal degree.
- Evidence of teaching excellence and professional accomplishment in support of student learning.
- Extensive experience with student support services and success initiatives in learning and teaching focused post-secondary environments.
- Significant senior management and administrative experience in learning and teaching focused post-secondary environments.
- Demonstrated experience working with diverse and multi-faceted communities within and beyond the post-secondary sector.
- Proven knowledge and expertise in data-informed, learning and teaching focused post-secondary environments.