



Class No.:	Administration
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DIRECTOR, STUDENT HOUSING AND FOOD SERVICES

NATURE AND SCOPE OF WORK

Reporting to the Associate Vice-President, Student Success, the Director, Student Housing and Food Services is responsible for the Administration and Management of Capilano University Student Housing and Food Services, with a strong focus on providing an exemplary student experience. The Director oversees all aspects of the Student Housing and Food Services Department including planning, developing, implementing and evaluating programming and operations, and ensures that the budgetary needs of these areas are met.

The Director will support the planning and work collaboratively with the AVP, Student Success and the AVP, Facilities Services and Campus Planning in the development of the new on-campus housing project. In addition, the Director will lead the development of a multi-year housing and food service plan and the development of new housing and food service programs.

The incumbent facilitates a balance between Student Housing and Food Services' role as a revenue-generating department and the role of Capilano University Student Housing and Food Services as an engaging and student-centered component of the learning environment.

ILLUSTRATIVE EXAMPLES OF DUTIES

Student Housing and Food Services Operations and Administration:

- Responsible for the strategic and directional leadership to the Student Housing and Food Services Department.
- Leads the strategic planning of facilities and maintenance processes for existing housing properties with a focus on maintaining facilities that contribute to a positive student experience.
- In conjunction with Contract Services, oversees the contract with all food service providers on campus, balancing the strategic financial needs of the institution and the service requirements for the campus community.
- Oversees the student Housing and Food Services budget and provides regular revenue and expense reports and projections that are informed by occupancy targets.

- In collaboration with the Recruitment, Marketing and Digital Experience and the Centre for International Experience team, coordinates the promotional activities and recruiting for the department.
- Oversees housing and food services-focused contracts such as custodial services, Catering services, food services, and security in collaboration with Corporate Services.
- In collaboration with the Registrar's Office sets the annual Student Housing Schedule, including key dates such as move in and move out, special events, and closures, and ensures that these are consistent with the academic calendar and support operational needs.

Student Housing and Emergency Response:

- Oversees strategic direction of Student Housing programming ensuring the delivery of student success driven learning, health and wellbeing and engagement opportunities that are informed by best practice and theory.
- Motivates and empowers staff to create a housing community that promotes student learning and development.
- Responds to escalated housing student concerns or complaints and supports the case management team in their work with students.
- In collaboration with Campus Security and Emergency Preparedness, and the Manager, Student Housing (Dollarton) leads emergency planning and response related to facilities emergencies, natural disasters, and student crises (including high-risk scenarios involving mental wellness, sexual violence, or significant behavioural concerns) in the student housing community.

Planning and Policy Development:

- Leads the development and review of Student Housing and Food Services procedures and practices and assists in the review of institutional policies and procedures as they relate to Student Housing and Food Services.
- Leads the development of a multi-year student housing plan to inform new housing construction and housing requirements.
- Leads the development of a multi-year food services plan to create sustainable, healthy, affordable options for the campus community.
- Leads (where appropriate) the development of policies and programs to establish employee housing that supports recruitment and retention of employees.
- Leads the planning and development of on campus collegium-style student facilities for commuter students.
- Directs and oversees student housing judicial system in response to Housing Contract (conduct) violations, toward ensuring a positive living/learning environment consistent with university goals.
- Establishes, promotes, and regulates residence standards of conduct. Oversees residence eviction procedures as required.

- Determines and implements changes to Student Housing and Food Services department operating policy: ensures that admissions policies and practices remain current and adhere to legal principles; residence life policies support a safe and secure home for students; operational practices are sensitive to intercultural differences and create a welcoming environment for students and food services plan address the nourishment and sustainability goals of the university.

Personnel Management:

- Provides leadership, training, and coaching to the Student Housing and Food Services management team to ensure the delivery of a quality service experience.
- Provides regular feedback and evaluation to housing manager(s) and promotes the development of individual and shared goals.
- Hires and trains new department management staff in coordination with Human Resources, to ensure congruence with the strategic direction and operations of Student Housing and Food Services.

Other Duties:

- Acts as the representative for Student Housing and Food Services on campus committees and maintains regular connections with campus partners.
- Provides oversight of conference rentals and short-term rentals to increase utilization of housing facilities year-round.
- Maintains regular connections with professional associations and networks related to the student housing and food services fields to remain informed regarding current best practices and research.
- Works closely with other campus leaders in the strategic development of policies, programs, and opportunities that foster student success and opportunities for engagement for our wider university community.
- Creates and ensures programming consistent with the University's mission, vision, values, strategic directions, Indigenization of programs and the Okanagan Charter.
- Identifies areas for continuous improvement and builds structure and support for effective change management.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Direct experience in college/university residence life / housing / student affairs.
- Demonstrated ability to lead and develop departments, projects, and people, with a strong focus on operational success and service excellence.
- Strong strategic planning, organizational, and budget management skills.
- Working knowledge of emergency response procedures, crisis response, and critical incident management.
- Strong understanding of current trends, best practices, and research as they inform the student housing food services fields.

- Extensive knowledge of student development and their application for student engagement programming, student staff training, and student conduct.
- The ability to effectively manage and navigate risk and crisis situations. The capability to function and handle situations effectively during crises and the ability to recognize and handle potential risks.
- A understanding of how historical forms of discrimination and oppression, such as racism, sexism, and colonialism, affect the daily experiences of individuals in the workplace. The ability to effectively communicate and connect with empathy, understanding, and respect for diverse perspectives and behaviors.
- Experience working in diverse communities and supporting the needs of a population that includes international students, indigenous students, and students with accessibility needs.
- Proven ability to develop concise and well-informed policies, procedures, and business practices related to Student Housing and Food Services that minimize risk to students, staff, and the institution and contribute to positive service experiences.
- Understanding of building facilities maintenance and capital planning processes.
- Knowledge of current practices related to marketing and communications in a post-secondary environment.
- Ability to maintain confidentiality in accordance with freedom of information and protection of privacy (FOIPOP) regulations, and deal with sensitive issues with tact and diplomacy.
- Knowledge of student systems and software such as StarRez and Banner.
- Excellent verbal and written communication skills to ensure positive interactions with a variety of partners.
- Proven ability to multi-task and prioritize work in a fast-paced and changing environment.

REQUIRED TRAINING AND EXPERIENCE

- Master's degree Required. Educational background in business, education, psychology, or another related field.
- Five to seven years of recent experience in post-secondary student housing or an equivalent field.
- Formal training in crisis response and emergency management is considered an asset.