

Job Title:	Manager, Student Experience
Grade:	16
Division/Department:	Student Experience and Housing
Reports to (title):	Assistant Director, Student Experience and Housing
Date of completion:	January 2026

### General Accountability:

The Manager, Student Experience oversees the “Student Experience” portfolio of the Student Experience and Housing department to ensure that all students studying, learning, and accessing Renison University College benefit from a vibrant and dynamic student experience at the college.

The position oversees Student Experience staff who develop and implement strategic goals for the Student Experience and Housing department, implementing current research and best practices in the industry. The portfolio includes day-to-day supervision of a team of one full-time Student Experience Specialist role who oversees one full-time contract Student Experience Coordinator. The portfolio also consists of a large complement of student staff, including Peer Leaders, Inclusion Coordinators (Bachelor of Social Work practicum students), and Program Assistant co-op students. Additionally, student volunteers through volunteer programs and student leadership committees are typically managed by the Student Experience portfolio of the Student Experience and Housing department.

Ultimately, all these roles support in the execution of programs and initiatives that support in the transitional adjustment, educational success, cultural adjustment, language skill development, inclusion and belonging, and leadership growth of both international and domestic students studying, living, and thriving at Renison University College.

The Manager, Student Experience must oversee, manage, evaluate, and, on occasion, design programs, workshops and events for students, which promote student growth and build a strong community to ensure student success, to maximize student satisfaction, and to maintain student retention. The Manager will be responsible for the management and maintenance of all student event calendars in the college, including the development of a Renison-wide student events calendar, a Renison International Programs monthly calendar, as well as customized calendars for Renison International Programs’ short-term programs.

The Manager, Student Experience will also provide direct oversight and management of student experience programming and support for Renison International Programs’ short-term programs, which includes oversight, coordination, emergency first response, and support for programming with youth under the age of 18.

The Manager, Student Experience also collaborates with the Manager, Housing and the Assistant Director, Student Experience and Housing, to oversee all student leadership training and development opportunities, prioritizing leadership development for all students across Renison, including the training

of student staff who participate in Renison's Student Leadership Conference (August) annually, as well as Student Staff training sessions at the start of each academic term.

### Key Accountabilities:

- **MANAGEMENT:**
  - Lead staff in performing activities related to the "Student Experience" portfolio in the Student Experience and Housing department to create the optimal student experience, resulting in high retention rates, strong student satisfaction ratings, and contribute to a strong reputation for the college
  - Review the assigned work of professional and student staff to ensure the successful and efficient completion of departmental goals
  - Cultivate good relationships with internal and external partners to increase the quality of programs and access to services for students in order to enhance the student experience and retain students
  - Ensure compliance with all relevant policies, procedures and processes of Renison University College and the University of Waterloo
  - Participate and schedule department staff for the promotion of Renison by attending open houses and other events
  - Create a positive work environment by establishing a clear set of reasonable and mutually agreed upon expectations, effectively measuring and evaluating performance, and providing feedback
  - Ensure student staff training incorporates recent research and the best practices in the industry in order to have highly qualified staff
  - Manage staff performance issues in consultation with the Assistant Director, Student Experience and Housing, and Human Resources
  
- **EMERGENCY AND STUDENT CONDUCT OVERSIGHT**
  - Oversee non-academic student misconduct processes and document development for students enrolled in Renison International Programs' short-term programs
  - Oversee the communication of sensitive information to parents and Renison staff regarding a student in crisis or who is currently admitted at the hospital to ensure the student is properly supported
  - Direct staff on how to intervene in difficult situations and emergencies to ultimately safeguard all students
  - Take phone calls and show up to urgent situations at Renison during evenings and weekends if there is a need, as part of a Senior On-call staff rotation
  - With the support of the Assistant Director, Student Experience and Housing, oversee risk management procedures to ensure safety and security of all participants in events, including risk assessments and the execution of waivers as necessary for off-campus programming
  - Meet with other members of the Student Experience and Housing team (Assistant Director, Chaplain, Housing Manager, etc.) to discuss ongoing student cases, develop policies and procedures, and training material for student staff members

- Intervene in crises in accordance with the industry's best practices to ensure the student and community's wellbeing
  - Hold difficult conversations and/or provide student advising and support to students regarding behavioral issues (including mental health) to ensure the safety of the individual and the community
  - Perform suicide interventions as prescribed by the Applied Suicide Intervention Skills Training (ASIST) program to help students who are contemplating suicide
  - Refer students in crisis to other more appropriate services, such as Counselling Services or IMPACT, for instances where more specialized help is required
  - With the support of the Assistant Director, Student Experience and Housing, develop emergency procedures and train staff on what to do in various urgent situations
  - Review and escalate documentation of student incidents as required
- **EVENT PROGRAMMING AND STUDENT SUPPORT**
    - Develop, initiate, plan implementation, and maintain strategies that ensure successful student experience programs based on both theoretical and practical information, and that programs are designed to foster student learning competencies of language skill development, student belonging and inclusion, academic and learning skill support, wellbeing support, leadership growth, and social development
    - Oversee programming for Renison's Link Inclusion Lounge and the college's Belonging Project, an initiative intended to reinforce inclusion and student belonging at Renison, while helping to advance the college's equity, diversity, inclusion, anti-racism, and Indigenization strategies; ensure belonging programming is delivered at Renison for equity-deserving student communities, including Black, Indigenous, and Racialized (BIR) students, 2SLGBTQIA+ students, mature students, international students and English language learners, off-campus students, neurodivergent students, students with disabilities, etc.
    - Managing and executing event logistics in partnership with Student Experience Coordinator and Student Experience Specialist by booking event venues, including spaces in Renison and the University; coordinating audio-visual requirement; purchasing food; coordinating event set-up and takedown; booking buses for transportation purposes
    - Manage all bus trip event protocols for Student Experience and Housing including ensuring that registration, payment, training, etc. are in place for trips
    - Liaise with stakeholders to coordinate guest speakers, tours of facilities, workshop delivery, and out-of-city excursion planning in various Ontario/Quebec destinations for respective events
    - Oversee risk management procedures to ensure safety and security of all participants in events, including risk assessments and the execution of waivers
    - Ensure optimal leadership and volunteer opportunities exist for students by ensuring paid part-time leadership opportunities, engagement on student leadership committees, as well as other student volunteer opportunities at the college
    - Develop and oversee implementation of orientations for students and parents to convey important information for students' successful transition to university life.

- COMMUNICATIONS
  - Responsible alongside the Assistant Director, Student Experience and Housing, for the management and maintenance of all student event calendars in the college, including the development of a Renison-wide student events calendar, a Renison International Programs monthly calendar, as well as customized calendars for Renison International Programs' short-term programs
  - Coordinate with all staff in the Student Experience and Housing department to manage the gathering and collection processes of all Student Experience and Housing departmental programming for inclusion in the department's regular events calendars
  - Alongside the Assistant Director, Student Experience and Housing, manage student communication processes at the college to promote both SEAH programming as well as relevant current student information at Renison, including electronic newsletter communications, website updates, hard copy event posters, social media communications, and LEARN (learning management software) channels
  - Oversee social media engagement with text messaging app group chats (WeChat, WhatsApp, LINE, Kakao, Facebook) and ensure accessibility of staff/student staff to provide quality customer service in responding to student inquiries and concerns
  - Ensure consistent communication of events and support information to students
  - Communicate necessary events and student support information to college faculty and staff
  
- DATA COLLECTION AND REPORTING
  - Steward data collection efforts for the Student Experience and Housing department
  - Develop and maintain data systems to track student engagement, satisfaction, retention within Student Experience and Housing programs to ensure programs and initiatives' goals are met
  - Collect, analyze, and interpret data related to programming participation and student support initiatives to inform departmental decisions
  - Design and administer mechanisms to solicit feedback on relevant programs, including surveys, consultation sessions, check-in listening sessions, etc. and use results to identify trends and areas for improvement
  - Create dashboards and reports for leadership that summarize key metrics and highlight insights on student engagement, academic success, and wellbeing, that allow the department to use the data to assess the impact of programs and initiatives
  - Support evidence-based decision-making by presenting findings in clear, accessible formats for internal and external stakeholders
  - Ensure data accuracy and integrity by maintaining consistent data entry and documentation practices
  - Contribute to strategic planning by using analytics to identify emerging student needs and recommend adjustments

### Qualifications:

- Master degree with focus in Student Affairs, Management, Education, or related field.
- Applied Suicide Intervention Skills Training (ASIST) required.

- 1-3 years of experience in a leadership role within a post-secondary Student Affairs unit is required.
- 1-3 years of experience in budgeting and financial understanding and skills required.
- 3-5 years of experience working in Student Affairs/Student Life in a post-secondary institution is required.
- 1-3 years of experience in student data analysis and/or student communications an asset
- Experience using software and programs such as Microsoft Office Suite (specifically Microsoft Word, Excel, Publisher and PowerPoint).
- Demonstrates strong organizational skills and an ability to manage multiple demands simultaneously while remaining detail-orientated and professional.
- Displays excellent problem-solving skills, strong judgement, professionalism, adaptability, and diplomacy.
- Experience participating in international or cross-cultural living and learning opportunities; approaches cross-cultural communication and inter-group dynamics with sensitivity and respect.
- Strong customer-service orientation, and adaptable to work in busy environments.

### Working conditions:

- **Physical Effort:** Work activities require intermediate periods of moderate physical effort. Activities typically require various muscle movements with frequent requirement for speed and coordination. Examples include working in awkward positions (up to 50% of time), regularly climbing ladders or lifting medium weight objects.
- **Physical Environment:** Physical or moderate hazardous Works in an environment with frequent exposure to unpleasant conditions. There may be occasional exposure to health or accident hazards that may result in accidents that cause discomfort for a short period of time.
- **Sensory Attention:** Work activities involve need to concentrate on a variety of sensory inputs for intermediate durations at a time, requiring close attention several times daily. If sensory activities are interrupted, time is required to backtrack to resume activities. The need for detailed or precise work is moderate.
- **Mental Stress:** Work activities are performed in an environment with frequent exposure to mental pressure conditions where the mental stress would be noticeable.