



---

## **Position Description: Student Services Strategist**

---

**Position:** Student Services Strategist

**Reports to:** Associate Vice-President, Student Services

**Date:** July 2024

### ***General Accountability***

The **Student Services Strategist** (SSS) is accountable to the Associate Vice-President, Student Services, to provide strategic, analytical, and entrepreneurial support to Student Services, including the directors and managers. This position will routinely have access to and be required to analyze and synthesize highly strategic, sensitive, and confidential information, including information that could impact the economic employment of faculty and staff and the outcome for students.

The position will support senior management level decision-making through the research, collection, analysis, and synthesis of confidential financial and strategic information, with an emphasis on supporting the institutional Strategic Enrolment Management Plan (SEM Plan) as well as the Student Services Plan (SSP), researching, and drafting business processes, liaising with faculty partners, finance and strategy & policy. The SSS will have the responsibility of communicating, operationalizing, and tracking the SEM Plan and the SSP, including developing senior management briefing documents. As well the SSS will support strategic continuous improvement initiatives and be required to provide analysis and escalate matters when appropriate.

This role requires familiarity with student recruitment, business development, student development, risk management, budgetary considerations, project management, and continuous improvement methodologies.

This position is based in Saskatoon and will have a requirement for travel between campus locations for program and administrative responsibilities, as well as travel provincially, nationally, and occasionally internationally.

### ***Job Context***

The **Student Services Strategist** (SSS) reports to the Associate Vice-President, Student Services. This position will routinely interface with internal clients, including the president's office, vice-presidents, deans, associate vice-presidents, directors, associate deans, academic chairs, program heads, faculty, and staff. External clients will include post-secondary

institutions, professional associations representing and serving those individuals who work in post-secondary institutions, and community organizations.

### ***Specific Accountabilities***

#### ***Strategic Planning***

- Prepare reports and presentations pertaining to the Strategic Enrolment Management and Student Services Plans for the Saskatchewan Polytechnic senior leadership council, and senior leadership team.
- Support, through research, collection, analysis, and the synthesis of data, the development of briefing notes for the Senior Academic Leadership Team, Student Services Division, Senior Leadership Council, and special initiatives as may be assigned.
- Undertake projects and research to support the Associate Vice-President, Student Services, in confidential financial and planning initiatives.
- Support special projects as required.
- Support the strategic development, planning, policies, and practices that govern the overall Strategic Enrolment Management and Student Services operations. Work in this space may be institutional, divisional, or project-focused and may be short, mid, or long-range in execution terms.
- Demonstrate commitment to institutional and strategic objectives for risk management while maintaining operational excellence and stewardship in the context of Student Services and Strategic Enrolment Management overall.
- Support the development of information and reports that identify revenue generation opportunities and evaluate and develop conceptual frameworks.

#### ***Relationship Management***

##### ***Governance and business practice support of student recruitment and retention***

- Support the Managers in reviewing practices and processes that require remediation in support of student success.
- Research, analyze, and make recommendations that support excellence in Student Services and Strategic Enrolment Management.
- Support and select continuous improvement activities regarding the policies and practices that govern Student Services.
- Develop and recommend strategic policies that align with organizational goals and objectives.
- Support the development of communication tools that highlight targets and accomplishments in the Strategic Enrolment Management and Student Services Plans.
- Monitor and evaluate the performance of strategic initiatives against established benchmarks and targets.
- Engage with internal and external stakeholders to gather insights, build relationships, and ensure alignment with strategic objectives.
- Provide analytical support and strategic advice to senior leadership and other stakeholders.
- Facilitate organizational change by communicating strategic objectives, managing resistance, and fostering a culture of innovation and adaptability.

#### ***Project and Portfolio Management Support***

- Support divisional projects, the implementation of project management strategy, and all related elements by supporting project managers in researching, evaluating, and synthesizing information to inform project decisions that impact organizational design and structure.

- Support the implementation and sustainment of portfolio management, and all related elements, by synthesizing and analyzing information collected through the strategic portfolio management system.
- Support continuous improvement initiatives, programs, and related elements by gathering, analyzing, and synthesizing information from across the organization as well as from other post-secondary institutions and professional associations representing and serving those individuals who work in post-secondary institutions.
- Support internal and external reporting.

***Leadership***

- Contribute to an environment that champions inclusion, collaboration, entrepreneurialism, and innovation.
- Provide leadership and guidance to staff, faculty, administrators, and coworkers to advance the delivery of services through innovative solutions, industry best/next practices, and continuous improvement.

***Internal***

- Ensure a positive, diverse, and inclusive working relationship is fostered and maintained in interactions across all academic and operational areas.
- Working closely with the Associate Vice-President, Student Services, the Directors, and Managers within Student Services, the incumbent will interact or collaborate with the Senior Academic Leadership Team, the President, vice-presidents, associate vice-presidents, deans, and directors to ensure strategy, business process, governance and policy matters are accomplished in support of the Strategic Enrolment Management and Student Services Plans.
- At all times, exhibits a high degree of professional discretion and confidentiality regarding sensitive information accessed to support the Senior Academic Leadership Team and senior leadership. Such information includes but is not limited to strategic business planning, policy advice, and budgetary implementation and planning.
- Build and maintain relationships across all divisions.

***External***

- Develop and maintain relationships with community organizations, other Canadian post-secondary institutions, and professional associations representing and serving those individuals who work in post-secondary institutions.

***Required Qualifications and Experience***

A relevant degree (business, educational administration, information systems, or engineering) with a minimum of three years of professional experience in strategy, risk management, governance, or project management. Candidates must demonstrate leadership, strategic planning, operations management, project management skills, and understanding of post-secondary enrollment. Advanced knowledge of the Microsoft Office Suite is essential, and having an advanced degree or completing a Master's program would be beneficial. Strong critical thinking and research abilities are required.

***Required Competencies*****Leads Transformation**

Anticipates emerging trends and creates opportunities that shape and transform the organization and polytechnic sector in Canada.

**Inspires Courage & Innovation**

Models and enables creative thinking, curiosity, and calculated risk-taking to create new solutions.

**Cultivates Strong Relationships**

Builds strong and trusting relationships and brings a stakeholder and learner-centric mindset and focus to all elements of the organization.

**Drives Operational Excellence**

Leverages business insight, financial acumen, and operational rigor to maximize productivity and build long-term, sustainable success.

**Builds Leadership & Culture**

Brings authenticity, emotional intelligence, and accountability to develop leadership effectiveness in individuals, teams, and our culture.

**For complete application details and to apply for this position, please refer to the Careers site on Saskatchewan Polytechnic's website:**

[SaskPolytech Applicant Portal | Home](#)

**and choose Competition Number P15449 Student Services Strategist**