

## Opportunity Overview – Programs & Student Services Coordinator Great Northern Way Campus Ltd. (GNWC)

*We respectfully acknowledge that the land on which the Centre for Digital Media campus is located is the traditional and unceded territory of the Coast Salish peoples, specifically the shared traditional territories of the Səl̓íl̓wətaʔ/Selilwitulh (Tsleil-Waututh), Skwxwú7mesh Úxwumixw (Squamish), and xʷ məθkʷəy̓əm (Musqueam) First Nations.*

Location: Vancouver, BC  
Functional Area: Academic Programming  
Employment Type: Permanent, Full Time  
Experience Required: Minimum 5 years  
Start date: April 2022

The Centre for Digital Media ("CDM") was established through a ground-breaking education consortium of the University of British Columbia, Simon Fraser University, British Columbia Institute of Technology and Emily Carr University of Art + Design. Home to the Master of Digital Media (MDM) program, the CDM attracts and trains top talent for the digital media industry in British Columbia, in close collaboration with the university partners and firms in local industry.

Great Northern Way Campus Ltd. ("GNWC") is recruiting a **Programs and Student Services Coordinator** to join our team at the CDM. Reporting to the Managing Director, Academic and Business Operations, The **Programs and Student Services Coordinator** oversees and leads the implementation of program delivery at the CDM including program scheduling, is responsible for program planning, and the provision of robust student services.

The position also works closely with faculty and staff, admissions, finance, industry relations, and property management. Strong interpersonal, communication and administrative skill sets are vital competencies for this role which coordinates student resources across multiple service areas and stakeholder groups. Overall, the Programs and Student Services Coordinator supports academic progression in programs and students' sense of belonging to the CDM community.

The candidate must be legally entitled to work in Canada. This role is not eligible for relocation costs.

## **Roles and Responsibilities**

### **Program Delivery:**

- Contribute to a culture of high-quality learning and teaching.
- Lead the development of academic schedules/instructional timetables for all academic programs.
- Schedule courses and maintain a high level of schedule fidelity/accuracy.
- Collaborate with the Managing Director, Academic and Business Operations to determine the number and type of faculty appointments to be made each term.
- Develop and continuously improve practices and processes for program delivery and service provision.
- Supervise student Instructional Assistants who are supporting faculty and students.
- Collaborate with the Admissions and Recruitment Officer to support enrollment, onboarding, and the successful transition of students to CDM, and to Canada for international students..
- Develop and maintain accurate academic programming, curriculum, instructional support services, and student services messaging on CDM websites other platforms and liaise with partner institutions to ensure program information accuracy.
- Support curriculum review and development processes.
- Schedule and conduct course evaluations each term with the aim to ensure high levels of student participation.
- Participate in the distribution of student bursaries and scholarships.
- Oversee student Instructional Assistants who are supporting faculty and students.
- Collaborate with the Property Management team to help ensure CDM teaching and learning spaces and facilities are safe and optimal for academic delivery.
- Keep and maintain accurate student records (e.g., registration, deferrals, withdrawals, convocation, elective choices, etc).

### **Student Services:**

- Develop student services programs (in-house) to support student persistence, wellness, academic progression and overall sense of belonging.
- Liaise with the Master Service Agreement holder institution (e.g., SFU) to make effective student service program referrals.
- Collaborate with faculty to coordinate student activities (e.g., guest speakers, workshops for English Language Learners).
- Promote and cultivate an inclusive culture where students have and demonstrate respect for difference.
- Collaborate with the Admissions and Recruitment Officer to draft and ensure the timely delivery of student offer letters.

- In collaboration with administrative staff, oversee and coordinate student-life events (e.g., orientation, industry events, etc.).
- Address student queries and concerns and direct them to the proper internal and external resources.
- Ensure accurate graduation information is sent to partner institutions in a timely manner.
- In partnership with the Property Management team and administrative staff, coordinate student events such as graduation and convocation.
- In partnership with the Property Management team and MSA holder, address wellness, health and safety concerns and other student related issues as they arise.
- Assist students with their housing needs on-site (CDM Apartments) and off-site.
- Oversee the student Information Resource Library including resource budgeting, procurement and item check-outs and returns.
- Refer students to the MSA holder's library services as needed to support their studies.

#### **Finance:**

- Collaborate with the Director of Finance to and the Managing Director to develop an annual budget for the Information Resource Library and conduct monthly reconciliation of budget line items.
- Code accounting related reports with the MSA holder.
- Collaborate with the Director of Finance on student reimbursements.

## **Qualifications**

#### **Minimum Qualifications:**

- University or college degree in a relevant discipline or the equivalent combination of education and experience
- Minimum of five years of related experience.

#### **Preferred Qualifications & Experience:**

- Advanced knowledge of excel to maintain student and program delivery records.
- Knowledgeable with University systems to monitor student records, faculty appointments and expenses.
- Knowledge of leading student service practices.
- Strong interpersonal skills to help address student concerns and resolve issues.
- Strong project supervisory skills.
- Exceptional attention to detail and time management to ensure all policies and procedures are followed accurately and in a timely fashion.
- Demonstrated commitment to justice, equity, diversity, inclusion.



- Experience in budgeting, financial reporting, project management
- Experience coordinating multiple academic programs within post-secondary educational institutions.
- Skilled team player and relationship developer – ability to develop and nurture interpersonal relationships with co-workers and partners.
- Methodical, detail oriented and organized.
- Self-motivation and ability to work well independently.
- Strong problem solving and critical thinking skills
- Outgoing and energetic; willing to address individuals and large groups.
- Reliable and responsible.
- Excellent writing and presentation skills.
- Tact, diplomacy, and collaboration skills.

## How to Apply

Please e-mail your resume and cover letter in one combined document to [hr@thecdm.ca](mailto:hr@thecdm.ca) by **April 8, 2022**.

Equity and diversity are essential to academic excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person. Upon receiving an interview, you may request accommodation for any accessibility needs.

We appreciate all applicants for their interest; however, only those selected for an interview will be contacted.

