

Manager, Student Affairs

At UBC, we believe that attracting and sustaining a diverse workforce is key to the successful pursuit of excellence in research, innovation, and learning for all faculty, staff and students. Our commitment to employment equity helps achieve inclusion and fairness, brings rich diversity to UBC as a workplace, and creates the necessary conditions for a rewarding career.

Job Summary

The Peter A. Allard School of Law is recognized as one of Canada's leading law schools, and has a reputation worldwide for innovative research, inspiring teachers, and outstanding graduates. Our students are academically outstanding, intellectually curious, and actively-engaged in using their new knowledge and skills to help others.

Students at the Allard School of Law expect and deserve an outstanding student experience and opportunities for academic enrichment. The Manager, Student Affairs, develops, provides, evaluates and oversees programs and projects for the law school in order to support the personal and academic development, and experiential program needs, of a diverse JD student body. In consultation with senior administration and faculty leads, the Manager has operational and strategic leadership for the moot and clinical programs for their area of expertise. The incumbent works closely with the wider student service staff as well as faculty to support students and enhance their Allard Law experience.

Organizational Status

Reports to the Assistant Dean, Students. Incumbent works independently, with initiative and considerable autonomy under the general supervision of the Assistant Dean, Students. This position contributes directly to the development of policy and priorities of the unit. Works closely with and may be delegated work by the Associate Dean, Academic Affairs and faculty leads, designated from time to time, with respect to experiential learning. Works closely and collaboratively with clinic and moot instructors, coaches, coordinators and supervising lawyers, as well as faculty and adjunct faculty involved in the first and upper-year experiential programs/courses. Works closely with Student Affairs staff and the Allard Law Students' Society to support student programs, advising and events.

Work Performed

Primary responsibilities are sub-divided into three areas: 1) Student Experience and Academic Advising, 2) Experiential Learning, and 3) Other Duties.

Student Experience and Academic Advising

- Coaches and advises current JD students with respect to academic planning, experiential and upper-year academic opportunities (including specializations, study abroad and exchange opportunities), graduation requirements and personal matters affecting their academic progress. Provides interpretation of university and faculty policies.
- Identifies students in crisis, either personal or academic, handling sensitive issues in a tactful, respectful and inclusive manner.
- Advises students on requests for academic concession, and liaises with the Chair of Academic Procedures Committee.

- Plans, coordinates, implements and evaluates of Allard Law's exchange programs in conjunction with Go Global, ensuring that students are supported from application to return.
- Evaluates transfer credit and determines remaining program requirements.
- Anticipates student needs, responds to student requests, offers subject-matter expertise and professional advice, providing recommendations extending beyond the student's presenting request. Makes referrals where appropriate.
- Develops and implements strategies to enhance the JD student experience by conducting research, recommending, developing and implementing new projects, programs, events and workshops.
- Establishes strong working relationships with student leaders and the general student population. Develops initiatives and attends student events to gain deeper relationships with students. Meets regularly with student leaders and participates on student committees or planning student events where appropriate.
- Supports Assistant Dean, Students in supervision of Pro-Bono Students Canada, and may act as on site supervisor on the Assistant Dean's behalf, as needed.

Experiential Learning

- In consultation with senior administration and faculty leads, provides operational and strategic leadership for Allard Law's moot and clinical programs.
- Designs, implements, evaluates and assesses the student experiential recruitment, application and selection processes and makes recommendations for improvement in order to meet student and programs demands and service needs.
- Leads the ongoing evaluation of service delivery and student programming with respect to experiential learning. Identifies programming and project opportunities, interprets findings and develops strategies to improve areas of concern. Reports and makes recommendations to senior administration and faculty about experiential learning programs and development opportunities.
- Develops and creates programming and policies to provide support to students, clinical instructors and moot coaches in service of Allard Law's goals of offering a comprehensive and outstanding experiential learning program.
- Assesses potential experiential education opportunities, develops strategic plans for implementation of experiential learning strategies and oversees the implementation of the initiatives.
- Oversees all administrative aspects of the Allard Law experiential learning programs and moots including travel.
- Acts as a resource person for faculty, clinical instructors and moot coaches and effectively liaises with stakeholder groups across the law school and University and externally with community groups and law school partners to sustain and grow experiential programs.
- Creates and develops policies and procedures that apply across experiential programs, facilitates program information sessions, conducts site visits, and responds to any issues raised by coaches, directors, and coordinators about experiential students and programming.
- Designs and develops comprehensive communication strategies to effectively educate and recruit students about experiential opportunities and benefits at Allard Law, through information sessions, promotional materials and other Allard Law communication channels.
- Acts as the primary law school liaison with the Law Society of British Columbia with respect to clinical programs and applications for temporary articles, this includes but is not limited to articling students at Indigenous Community Legal Clinic, Criminal Clinic, Rise Women's Legal Clinic, and others as needed.

- Responds to issues raised by students about their clinical/moot experience and works to resolve conflicts.
- Advises, coaches and supports students through the experiential process from advising to program completion. Encourages students to:
 - Intentionally seek out experiential learning opportunities to inform their emerging curiosities, academic insights and professional aspirations.
 - Plan their participation in Allard Law's mandatory experiential learning requirement.
- Exercises leadership and management of the law school's First Year Moot Program. Hires and supervises the moot court registrars.
- Manages associated budgets and ensure that University resources are allocated appropriately.

Other Duties

- Maintains current knowledge of academic advising, student development and experiential learning standards and best practices to serve a diverse population of students by maintaining membership in academic advising and experiential learning organizations and by attending and presenting at conferences and workshops.
- Conducts research and prepare briefs, data and reports related to academic advising and student development initiatives, assesses effectiveness of programming, and makes and implements recommendations for change.
- Assumes responsibility for special projects assigned by Dean, Associate Deans and Assistant Deans.
- May serve as a delegate for the Assistant Dean, Students, on university or faculty committees
- Represents the Allard School of Law at public functions.
- Utilizes UBC technologies that assist in communicating with, advising and servicing students, ie. Student Information Services Centre (SISC), Faculty Services Centre (FSC), Early Alert, and the Online Advising Management System (OAMS).
- Provides back up coverage to other members of the Student Affairs team.
- Performs other tasks as required, to support the student experience and the operations of Student Affairs.

Consequence of Error/Judgement

Errors in judgment, and misinterpretation of University or Faculty policies can cause students serious difficulties in obtaining their educational objectives. The incumbent exercises considerable judgment and must demonstrate tact and discretion. Lack of decisive leadership in handling students' personal situations, including crisis management issues, may result significant distress or harm for students. Breach of confidentiality in handling confidential or personal information could lead to severe consequences for students, operations of Student Affairs, and legal and financial problems for the university. Poor performance in this position will contribute to inefficient operations and low quality or uncaring services being provided by Student Affairs. Consequence of error is high and poor judgment and/or lack of cross-cultural sensitivity would compromise the integrity of the Law programs as well as jeopardize the reputation of the Allard School of Law and the University, thereby affecting the recruitment and retention of students and the law school's ability to engage alumni, adjunct instructors and support from the legal profession.

Supervision Received

The Manager, Student Affairs works independently under the general direction of the Assistant Dean,

Students, of the Allard School of Law.

Supervision Given

Supervises two Moot Court Registrars.

Delegates work to and supervises Student Affairs Program Assistant (CUPE 2950), as needed, including duties related to Moot Travel bookings

May train and supervise student staff and volunteers.

Works in conjunction with Assistant Dean, Students to supervise the two PBSC Program Coordinators.

Minimum Qualifications

Undergraduate degree in a relevant discipline. Minimum of three to four years of related experience, or an equivalent combination of education and experience.

- Willingness to respect diverse perspectives, including perspectives in conflict with one's own
- Demonstrates a commitment to enhancing one's own awareness, knowledge, and skills related to equity, diversity, and inclusion

Preferred Qualifications

Undergraduate degree in a relevant discipline. JD degree preferred. Where the candidate has a JD, eligibility for non-practicing membership in a law society of a Canadian jurisdiction preferred.

Minimum of three to four years of related experience or the equivalent combination of education and experience.

Advising and/or program development experience in post-secondary student services, or an equivalent combination, preferred.

Experience building and cultivating relationships with a large range of stakeholders to achieve a common goal.

Exceptional interpersonal skills. Excellent time management and organizational skills.

Excellent analytical and problem-solving skills.

Excellent decision-making abilities.

Ability to work independently with initiative, and effectively within a team environment.

Ability to handle confidential and sensitive matters with tact and discretion.

Possess effective conflict management skills.

Ability to handle stress within a multifaceted work environment.

Information technology skills, including standard office software. Knowledge of the SIS/SISC and OAMS preferred.

Knowledge of web and social media tools and programs.

Demonstrated ability to communicate effectively in writing and orally, one-on-one and in public speaking roles is essential.

May be required to travel to and visit off-site legal clinics around Greater Vancouver.