JOB DESCRIPTION:
Director, University of Maine System, International Study Centers

The University of Maine System and Study Group Higher Education North America have partnered in the establishment of the University of Maine System International Study Centers at the University of Maine located in the town of Orono and the University of Southern Maine in Portland. Launching in the Fall and Spring respectively, the two ISCs will deliver a broad range of programs to international students focused on a combination of language, preparatory and degree level studies. Study Group is recruiting for the Center Director to join the Study Group North America team and to launch and oversee both ISCs until such time as an additional Center Director is appointed at the University of Southern Maine.

The Center Director is responsible for the launch and subsequent coordination of all academic, administrative, operational, and student success aspects of the ISCs. Areas of responsibility include administering both the academic and ESL components of curriculum and instruction, staff recruitment and development, coordination with the host university in faculty recruitment and development, student learning, program administration and enhancement, budget management, student support, admissions process facilitation as well as ancillary sales and marketing functions.

Building an ISC culture focused on accountability, academic rigor, innovation and a commitment to excellence are important priorities for the Center Director. The Center Director will also give primacy to strengthening operational infrastructure and providing support to staff and customer service to students. Pro-active management of internal Study Group relationships and external stakeholders across two ISCs and the 7 universities in the University of Maine System are essential in executing the academic, administrative and operational duties of the position. Interviews will be held in April, while the anticipated commencement of this position will be May 2013.

Academic Leadership
Works with the host university to develop and oversee pathway curricula and liaises with the University of Maine and the University of Southern Maine on the academic curriculum

- Oversees the coordination of curriculum and course development, implements quality assurance and assessment practices including regular review and revision of all ESL pathway programs of study, assessment, and continual review of goals, benchmarks, and desired outcomes.
- Participates in the coordination of curriculum development of academic programs of study; quality assurance and assessment practices including regular review and revision of all academic programs of study, assessment practices, and continual review of goals, benchmarks, and desired outcomes.
- Develops a collaborative faculty culture that is focused on innovation, accountability, and academic rigor.
- Liaises with other departments, faculty, and partners around academic priorities and policies.
- Works with the host institution regarding all recruitment and hiring, orientation and ongoing training and professional development of instructors.
- Coordinates with the host university Registrar for logistics planning, and scheduling of courses.

Center Management
Launches and oversees day-to-day operations of both centers and ensures a high standard of delivery across all center services

- Builds and manages a strong administrative staff focused on outstanding customer service, efficient operations and commitment to excellence.
- Develops and improves administrative and operational processes consistent with the goals of the unit and SG; including setting and reviewing key metrics to include product performance, progression rates, performance through degree, capacity utilisation.
- Oversees staff recruitment, orientation, and on-going professional development process.
- Oversees the implementation of policies/procedures at center level.
- In keeping with Study Group’s policies and procedures, develops localized staff manuals and protocols.
- Builds relationships and collaboratively works with key Study Group and UMS departments including Marketing, Sales, Finance, Deans, International Office, Registrar, etc.
- Independently and in partnership with SG and UMS, develops and communicates policies to ISC staff and UMS departments and administration for all ISC activities.
- Determines through meetings with the Senior Management Team a strategic action plan to ensure program monitoring on a regular basis.
- Builds and/or develops reporting systems and processes for key stakeholders for regular, and ad hoc reporting of student progress, attrition, satisfaction etc. including a comprehensive annual report.
- Serves as an ambassador for Study Group, promoting its programs, supporting its vision and culture, articulating its value, and building positive working relationships with key stakeholders across campus and in the community.
- Addresses current challenges of existing programs and organizational change while simultaneously monitoring for program improvement and market opportunities.

**Student Success and Performance Leadership**

**Oversees and participates in design, development and delivery of a comprehensive academic and non-academic student support strategy**

- In coordination with the host institution, establishes and maintains an on-going assessment and evaluation of the quality of international student life throughout the ISC and university lifecycle.
- Develops student support systems and processes to maximize efficiency and provide superior service to students.
- Oversees day-to-day student support activities.
- Manages feedback mechanisms for long-range student reporting on student success and satisfaction as well as on-going action plans for improvement.
- Develops academic student success plans (including behavioral, academic, attendance) for students at risk of non-successful progression.
- Documents and reports out regularly on pathway activities, student issues, or highlights to appropriate parties.
- Oversees the development of a comprehensive pre-arrival communication plan and welcome package for students and parents.
- Develops and coordinates a pathway arrival program (including airport pick-up) and on-going orientation (as part of university current orientation activities and departments).
- Collaborates with host institutions to coordinate seamless student conduct, risk management, and crisis intervention/management policy and protocol activities as they relate to ISC students.

**Marketing, Sales and Admissions**

**Actively contributes to the build out of efficient systems and processes for application and admissions. Collaborates with Marketing Director on strategic planning for attracting students to the institution**

- In coordination with the host institution continually reviews and assesses program entry requirements and the communication and implementation of changes.
- Coordinates with the host institution for the student admission process at the International Study Center including, but not limited to: assessing the educational qualifications of international students, accurately and pro-actively responding to student inquiries and pre-arrival communication with agents, ensuring timely processing of applications, enrolments, and housing confirmations.
- Builds and maintains close working relationships between University and Center staff, agents worldwide, and Study Group’s regional office and recruitment staff.
- Oversees liaising with staff in-market on student issues, provides feedback on market information and trends, and coordinates Study Group’s and the host institution’s systems and procedures.

**Finance**

**Ensures compliance with all aspects of budgeting, finance, and collections**

- Develops and oversees Center’s annual operating budget and quarterly forecasts
- Supervises debt collection, in conjunction with Finance, from students within the Center
- Reports out on monthly spending and student enrolment.
- Oversees processing and payment of Center invoices.
- Liaises with SG Corporate as well as appropriate university departments on financial matters.
- Continuously assesses and develops cost-savings measures for ISC.
Additional Responsibilities
Participates in activities meant to forward the mission of Study Group

- Conducts regular Center meetings to ensure the dissemination of Study Group information.
- Hosts visitors to campus.
- Manages all aspects of QA and accreditation processes for Center.
- Contributes to opening of new centers and training of new ISC CDs.
- Participates in ad hoc committees and special assignments as needed.

The successful candidate will have a(n):

- master's degree, a doctoral degree is preferred,
- experience in English as a second or foreign language preferred,
- minimum of seven years of administrative/academic experience with increasing responsibilities in the educational arena is required,
- demonstrated skill in working within a university setting with in-depth understanding of higher education culture,
- at least two years of experience in a senior management position,
- demonstrated ability to build organizational capacity through conscientious efforts to attract and nurture top notch talent who will contribute to the overall quality of programs and grow professionally as programs continue to expand,
- enhanced ability to work independently, from afar, with little supervision while maintaining affinity and allegiance to Study Group,
- a comprehensive understanding, and healthy appreciation for corporate higher education and public/private partnerships,
- marketing and sales experience,
- budget and collections experience,
- strategic planning, project management, and change management experience,
- facility with current technology including student management systems,
- international experience and demonstrated commitment to diversity and multiculturalism
- strong interpersonal, public relations, and communication skills,
- high-energy, motivation and enthusiasm coupled with a solutions oriented mind set to challenges encountered.

Notes:
This position requires:

- significant local travel between Orono and Portland Maine.
- frequent weekend and evening work

To apply: please send:

- a cover letter that 1. Outlines your interest, and 2. clearly shows how your skills and experience fit with the responsibilities outlined in the job description
- a resume or CV

("PDF is the preferred document format—please include your first and last names in the file name of any documents")

(to Theresa Arnold, Vice President, University Academic Relations: Study Group Higher Education North America—c/o Jayna Victor, jvictor@studygroup.com

Please note that due to the high volume of applicants, Study Group will respond in writing only to those who are invited for interviews. No phone calls or emails please.)