



TITLE: Director – Academic Operations, CHCA Services and Partner Engagement	INCUMBENT: Vacant
SALARY: \$81,048-\$108,065 (Tentative)	CAMPUS: St. James
BAND: Pay Band 12 (Tentative)	STATUS: Probationary
DIVISION: Centre for Hospitality & Culinary Arts	EFFECTIVE DATE: ASAP

Reporting to the Dean of the Centre for Hospitality & Culinary Arts, the Director of Academic Operations, Service Leadership and Partner Engagement provides strategic leadership to fulfil the Centre for Hospitality & Culinary Arts (CHCA) vision and to engage in mutually beneficial partnerships with industry, government, community and educational organizations domestically and internationally to further strengthen CHCA program portfolio and positioning. The Director leads Hospitality & Culinary Arts Continuing Education, Apprenticeship, Community Programs and Contract Training, ensuring a responsive entrepreneurial-focused training portfolio remains a key part of CHCA. The Director provides cross-divisional leadership in all aspects of student services, academic operations, support for field education as well as leadership of financial, facilities and IT infrastructure projects enabling sustainable growth toward achieving CHCA enrolment targets. This position is a complex and pivotal senior leadership role, critical to the Division's continuing strategic positioning, internal and external partnership engagement and overall service leadership to students and key stakeholders. This is a highly collaborative and visible role connecting Managers, Chairs and the Director of Chef School and Enterprises with both internal and external stakeholders to deliver on goals related to strategy, enrolment, positioning and student success.

DUTIES:

- Works with the Dean of CHCA to realize divisional vision including enrolment, financial, partnership, positioning and student success goals and targets.
- Executes plans to accomplish divisional goals coming from CHCA vision including alignment of appropriate internal and external resources to complete strategic projects effectively.
- Provides logistical leadership and delegation or coordination to senior managers/Chairs/Director to execute CHCA partnership strategy including industry, government, community and educational partnership development and relationship management, both domestically and internationally through agreements and collaboration, to strengthen programs and positioning. Collaborates with key stakeholders across the College, industry, association, and community organizations to ensure delivery on partnership promises
- Collaborates with internal GBC departments to ensure CHCA enrolment targets are set and met and ensure smooth execution of admissions process on behalf of CHCA. Lead Senior Team and Academic Chairs to set and achieve divisional new and returning student targets in each school. Customizes recruitment/conversion initiatives to realize the division's enrolment goals.
- Delivers divisional/departmental business plans, including the academic and corporate areas to support the three-year business planning process.
- Creates and fosters Service Leadership culture by renewing divisional First Impressions program, including committee leadership and collaboration with all stakeholders at CHCA to ultimately position CHCA as a leader in the field of service culture and position graduates to be successful.
- Guides and directs department manager to ensure CHCA Continuing Education (CE) portfolio remains a strategic positioning vehicle offering education to the public while contributing to the division's financial goals. Works with department manager to select appropriate faculty members for CE programming
- Supports department manager to develop new programs in key trend areas within Hospitality & Culinary Arts to ensure CHCA remains current and responsive to both industry and consumer behaviour.
- Leads relationship with key Ministry of Training, Colleges & Universities (MTCU) stakeholders in Apprenticeship to maintain CHCA positioning as the destination in Canada for studying Cook and Baker trades and oversees processes related to special funding, special projects and program offerings.
- Executes divisional partnership strategy through Community partners ensuring CHCA remains visible in making contributions to the local community while benefiting through positioning ROI.
- Works with key industry partners to provide responsive corporate training as a part of the broader CHCA partnership strategy while contributing to overall CHCA financial targets.
- Provides leadership to department manager ensuring smooth and effective academic operations to support all CHCA students toward achieving success. Sets and improves on KPI, student satisfaction and retention goals at all touch points in the student life cycle, from application through to graduation.
- Provides staff leadership and management for overall performance and job satisfaction of the department staff team, including recruiting staff, coaching, setting performance and service standards, and evaluating performance of manager and staff, with emphasis on the First Impressions service leadership culture.
- Establishes service benchmarks aligned with KPI, student success and satisfaction goals to achieve divisional targets
- Guides and directs manager to create and execute key events in the student life cycle such as orientation, job fairs and awards night to be strategically aligned with key industry partners and flawlessly executed, giving students access to industry and positioning CHCA as a leader in the field. Redesigns and streamlines communication and student volunteer programs to ensure CHCA's leadership position remains top of mind with internal and external stakeholders
- Guides and directs team staff to secure field placements domestically and internationally with key industry partners who can contribute a value-add to applied field education at CHCA.
- Collaborates with Academic Chairs and Directors towards adding field education to 100% of CHCA programs further positioning CHCA as an innovative leader in creating job-ready graduates; Represents CHCA at college-wide field education committees and working groups ensuring cross-divisional collaboration.
- Implements system of monitoring field placements in all CHCA programs, ensuring students have a positive learning experience and industry relationships are maintained.
- Works with all department managers to create and execute financial analysis, facilities and IT infrastructure projects that supports achievement of all divisional short-term and long-term goals. Develops and manages the departmental budget, monitoring regularly to ensure budget revisions are in line with business/enrolment demands

QUALIFICATIONS:

- Master's degree in Education from an accredited educational institution recognized by the College.
- Minimum 7 years' progressive senior level management experience in the Hospitality and Culinary Arts industry
- Management experience in post-secondary academic institution, preferably in a unionized environment
- Demonstrated senior level leadership skills, including experience coaching/mentoring and developing staff
- Excellent communication, interpersonal and presentation skills - Ability to clearly articulate the College and divisional vision and inspire action to move toward the goal.
- Proven change management and project management experience and skills.

- Sound knowledge of the Hospitality and Culinary arts industry and post-secondary academic requirements; ability to analyze trends and current events and formulate plans and recommendations to ensure CHCA is positioned as a leader
- Proven commitment to collaborative decision-making, strong advocacy and negotiation skills
- Sound understanding/appreciation for external partnership development work with emphasis on building relationships that are beneficial to all stakeholders involved.

The College requires proof of degrees, credentials or equivalencies from accredited regional or federal post secondary institutions and/or their international equivalents. Credentials may require validation at the time of interviews.

TO APPLY: Go to www.georgebrown.ca and click on the Employment @ George Brown Link to apply through our online job application system.

Closing:

Competition Number: 14

George Brown College is dedicated to employment equity and encourages applications from women, persons with disabilities, racial/visible minorities and aboriginal peoples. George Brown College is committed to accommodating applicants with disabilities throughout the hiring process, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). The Human Resources representative responsible for the recruitment for this position will work with applicants requesting accommodation at any stage of the hiring process.

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