

Director, Student Experience and Communities

Tracking Code: req1901

Faculty/Department: Office of Student Life

Number of Positions: 1

Appointment Type: Full-Time Continuing,

Hours of Work: 35 hours per week

Non-Union Hiring Zone: Job Level 11 - \$104,500 - \$130,900

Posting Date: February 17, 2026

Closing Date: March 9, 2026 (7:00 pm EST)

Job Summary:

The Director, Student Experience and Communities, provides visionary leadership and strategic oversight for programs and services that foster student engagement, inclusion, and success. This role is responsible for advancing a holistic student experience through the integration of student leadership development, community engagement, accommodated testing services, student housing, and collaborative partnerships with the student union and community stakeholders.

The Director leads a multidisciplinary team dedicated to building vibrant and supportive student communities both on and off campus. The Director ensures that programs and services are student-centered, accessible, and aligned with institutional and unit priorities. This includes cultivating meaningful co-curricular learning opportunities, managing key operational functions, and strengthening partnerships that enhance the overall student journey.

This position has responsibilities at both the north and downtown university campuses and is required to work on location a minimum of 4 days per week on campus. This position is also required to attend university and community events which may necessitate working a flexible schedule.

Responsibilities/accountabilities:

Strategy and Leadership

- Develops and implements a comprehensive Student Experience and Communities Strategy that advances student success, engagement, and belonging.

- Develops and implements a comprehensive housing strategy aligned with the university's student experience framework and institutional priorities.
- Develops and implements a comprehensive Accommodated Testing and integrated accessibility supports strategy that is aligned with the university's accessibility mandate and testing policies.
- Fosters a collaborative, student-focused, and data-informed culture across all service areas of responsibility.
- Provides leadership, direction and support to managers and professional staff across Student Engagement, Housing, Accommodated Testing, and Community Relations.
- Ensures departmental policies, procedures, and programs align with institutional priorities and regulatory requirements (e.g., accessibility legislation, human rights, privacy, and health & safety).
- Contributes to university-wide planning committees related to student experience, community engagement, and campus operations, where applicable.
- Champions equity, inclusion, and continuous improvement within the Student Experience portfolio.
- Oversees departmental budgets, contracts, and service agreements related to housing, testing, and community partnerships.
- Ensures sound financial management and alignment with institutional priorities and cost recovery principles.
- Develops departmental performance metrics and reporting mechanisms to evaluate impact and service quality.
- Ensures compliance with institutional policies, municipal regulations, accessibility standards (e.g., AODA), and health and safety requirements, as required.
- Uses data-driven insights to inform planning, service delivery, and continuous improvement initiatives.

Student Experience

- Leads the development and delivery of strategies and initiatives aimed at enhancing student success and experience for all Ontario Tech students, with the ability to strengthen programming capacity to support priority groups, including graduate students, Black, Indigenous, persons of colour, 2S+LGBTQ, international students,

first-year, transfer, mature students, varsity athletes, and first-generation students, in partnership with relevant campus stakeholders.

- Provides operational and strategic planning direction with the intended outcome of optimal evidence-based services, student engagement, and success.
- Oversees programs that promote student leadership, orientation and transition, health promotions, and co-curricular engagement.
- Ensures all programs and services are informed by theory and grounded in best practices related to student retention, engagement, and development.
- Supports the university in achieving its institutional goals by adopting a comprehensive and intentional, student-centered approach to departmental programming and services aimed at increasing engagement and retention.
- Builds strong relationships with cultural and community organizations to enhance intercultural learning, belonging, and civic participation.
- Supervises professional staff and student leaders responsible for events, campus life programming, and cross-cultural initiatives.
- Develops and chairs an Ontario Tech Student Experience Working Group comprised of representatives from various supports and services across the institution.
- Provides guidance and support to university departments and student organizations engaging in community initiatives, ensuring consistent standards and best practices, as required.
- Ensures compliance with institutional policies, privacy legislation, and accessibility standards.
- Contributes to integrating and aligning the student experience with Communication and Marketing and the brand team on student facing communications.

Community Engagement

- Cultivates strong, collaborative relationships across university departments to promote a unified and student-centered campus culture.
- Partners with supports and services such as Student Mental Health, Student Accessibility Services, Library, Residence, Indigenous Education and Cultural Services, Careers, Academic Advising, and Campus Safety to develop initiatives that support belonging, engagement, and well-being.

- Leads the development and maintenance of partnerships with community organizations, municipalities, service agencies, and cultural groups that enrich the student experience and enhance community engagement.
- Establishes and oversees collaborations with external partners such as regional transit authorities, local housing providers, and community service organizations to improve access and support for students.
- Represents the university in community networks and partnerships to advance shared goals related to education, inclusion, and regional development.

Student Union Liaison

- Serves as the main liaison with the student union, providing guidance and ensuring alignment with university policies.
- Facilitates regular meetings with student union leadership to discuss priorities, concerns, events, and advocacy issues.
- Advises on the application of university policies to student union activities, events, and operations.
- Works proactively and in partnership with the Office of Risk Management to minimize risks associated with student-led events and activities.
- Collaborates with the student union on joint programs, student engagement initiatives, and campus-wide events that enhance student experience.
- Supports and advises the student union executive on student leadership development, and compliance with university policies and applicable legislation.
- Promotes effective conflict resolution and accountability processes between the university and the student union.

Housing

- Serves as the primary liaison with any third-party housing company (on and off campus) to ensure high-quality operations, maintenance, safety and integrated student support services.
- Establishes performance metrics, service standards, and accountability measures for third-party partners.
- Collaborates on occupancy planning, marketing, and student satisfaction initiatives.

- Builds and maintains positive relationships with local landlords, property managers, and municipal partners to enhance the quality and safety of off-campus student housing options.
- Establishes and oversees partnerships with third-party platforms that support off-campus housing listings and off-campus student engagement.
- Ensures compliance with university policies, municipal regulations, and safety standards.
- Fosters a living environment that supports academic success, inclusion, and personal development.
- Collaborates with student support and service leads to ensure coordinated support for student residents.
- Develops and supports integrated initiatives that enhance transition, retention, and overall student satisfaction between the university and housing partners.

Test Services

- Oversees the administration of accommodated testing and integrated services in compliance with accessibility legislation (e.g., AODA) and university policy.
- Member of the Test Centre Advisory group - representatives from various supports and services across the institution.
- Uses data analytics and performance metrics to drive operational efficiency, service quality, and continuous improvement.
- Ensures the fair and proper conduct of examinations in an environment that enables students to appropriately access their eligible testing accommodations following academic integrity and University procedures.
- Implements an annual optimization process to support cost mitigation.
- Formulates data-driven recommendations for capacity management and operational process modifications that continually add value to stakeholders.
- Ensures adherence to academic integrity standards and institutional testing policies.
- Manages academic integrity issues in partnership with Test Centre Manager.
- Maintains confidentiality, accuracy, and professionalism in all accommodation processes and communications.

- Oversees the development and maintenance of standard operating procedures, emergency protocols, and risk management strategies related to testing support.

Required Skills:

- Demonstrated ability to conceptualize, implement and evaluate new programs, interact at all levels within the organization/institution, and effectively manage budget and human resource issues
- Demonstrated ability to build collaborative relationships both inside and outside of the organization

Required Education:

- Completion of a University Program consisting of Four Academic Years directly related to the requirements of the job.
- Master's degree in business, education, student development or a related field preferred.
- An equivalent combination of education and related experience may be considered

* Verification of Academic credentials may be required

Required Experience:

- Five to seven years' experience working with diverse groups, including those with varying abilities, in the post-secondary sector
- Experienced people manager with excellent communication, coaching, organizational and relationship-building skills
- Demonstrated success in providing multi-team leadership of learning and success programs within a post-secondary environment
- Demonstrated experience in organizational development, change management and strategic planning
- Experience using data, benchmarking, and assessment to inform decisions and demonstrate impact

Knowledge:

- Strong understanding of accessibility standards, academic integrity principles, and testing best practices

- Understanding of health, safety, risk management, and regulatory compliance within residential environments
- Familiarity with students conduct processes, crisis response, and mental health considerations within residence settings

How to Apply:

Interested candidates should submit in electronic format a covering letter and their resume. Applications will be accepted until March 9, 2026 or until a suitable candidate is found. We appreciate all applications received; however, only those candidates selected for an interview will be contacted.

Ontario Tech University is actively committed to equity, diversity, inclusion, indigenization and decolonization (EDIID), and welcomes applications from all qualified candidates, while especially encouraging applications from First Nations, Metis, Inuit peoples, Indigenous peoples of North America, racialized persons, persons with disabilities, and those who identify as women and/or 2SLGBTQ+. All qualified candidates are encouraged to apply; however, Canadian citizens, permanent residents, Indigenous Peoples in Canada, and those eligible to work in Canada, will be given priority.

Ontario Tech University respects people's different needs and therefore will take all reasonable steps to ensure accommodation for applicants where appropriate. The University is also committed to ensuring that confidentiality is maintained throughout all aspects of the recruitment cycle.

If you require accommodation, please contact [Julie Day](#), Health and Disability Management Specialist. For more information about the universities policies for accommodating employees with disabilities please review the university's [Accessibility Policy](#).

The university acknowledges the lands and people of the Mississaugas of Scugog Island First Nation which is covered under the Williams Treaties. We are situated on the Traditional Territory of the Mississaugas, a branch of the greater Anishinaabeg Nation which includes Algonquin, Ojibway, Odawa and Pottawatomi.

Job Location: Oshawa, Ontario, Canada

Expected Start Date: 3/1/2026

Link to apply:

<https://ontariotechu.csod.com/ux/ats/careersite/4/home/requisition/1901?c=ontariotechu>