Job Title: Director, Study Abroad Office  
Job ID: 29798  
Location: Evanston Campus  
Department: Study Abroad Office  
Percent Full Time: 100.00  
Minimum to Midpoint Salary: TBD  
Salary Grade: EXS/11

Job Summary:

The Office of the Provost at Northwestern University seeks a collaborative and strategic partner to lead the undergraduate study abroad office. This is an exciting and highly visible opportunity for a visionary leader with demonstrated international education experience to oversee the University's nationally recognized study abroad programs.

Northwestern has made globalizing the University one of its top priorities, and is in the process of revising its global strategy. The successful candidate will bring a vision and strategy for undergraduate study abroad that complements the University’s global strategy, integrates the student international experience and the Northwestern experience, deepens faculty engagement, and ensures that global opportunities are high quality and accessible to all students. The director will have the opportunity to build on existing strengths while orienting the office toward alignment of the University’s strategic priorities.

The Director will oversee a broad array of study abroad programming, including Northwestern programs, exchanges, and affiliate programs, serving approximately 800 students annually. The Director will also be responsible for administering an organization, which combines units focused on study abroad that previously were dispersed across the University. The role will require an ability to work collaboratively with partners across the University, including faculty, deans, senior leadership, other global offices, and academic units to develop, act on and measure goals for the study abroad unit as well as to ensure that study abroad offerings are reflective of student needs and interests.

The Director will oversee a team of talented staff and will report to the Associate Provost for Undergraduate Education.

Specific Responsibilities:

Administration

- Develop and execute a strategy that aligns study abroad offerings with faculty and student needs and Northwestern’s global strategy.
- Collaborate with schools, departments, centers, programs, and institutes of area and global studies to ensure that study abroad programs are of high academic quality and to further integration of study abroad curriculum with on-campus curriculum.
- Lead policy, process, and systems development to support study abroad operations, including student recruitment, advising, application, and enrollment; budgets and accounting; global program operations; data analytics; grant writing and fundraising; and marketing and outreach.
- Lead assessment and evaluation of office, program, and global learning goals.
- Oversee the development of an infrastructure for enrollment and information management in collaboration with key campus partners (i.e. Office of the Registrar, Northwestern University Information Technology (NUIT), Institutional Research Office, etc.)
- Plan and manage office budget, including working with the Office of the Provost and the Office of Budget & Planning on long-range budget planning, analysis, and financial sustainability.

Advising/Counseling

- Lead the study abroad team in delivering strong and effective support and advising to students before, during, and after their time abroad.
• Develop and manage bilateral relations with universities and other entities abroad to develop and maintain undergraduate study abroad programs, in collaboration with the Office of International Relations, Office of General Counsel, Office of Risk Management, and other colleague offices.
• Partner with the Office of Global Safety and Security to oversee crisis and risk management for all study abroad programs, serving as first responder to students, staff, and/or faculty members experiencing emergency incidents abroad and enacting emergency action plans.
• Work closely with faculty, staff, and students, particularly the faculty advisory committee for study abroad, to develop and refine a portfolio of programs that best complements students’ Northwestern education.

Marketing/Publications

• Represent the University and its study abroad programs throughout campus and with professional organizations and associations.
• Further the University’s national and international leadership and visibility in the education abroad field.
• Maintain knowledge of and implement best practices, as established by Northwestern, NAFSA: The Association of International Educators, the Forum on Education Abroad, Big Ten Academic Alliance, and other standard-setting entities.
• Develop strategy for fundraising to meet objectives for equity of access and increased participation in study abroad, among other priorities (scholarships, program/partnership development). Collaborate with Office of Alumni Relations and Development to raise funds to further student access to study abroad opportunities.
• Oversee the development of a bold and effective communications strategy, including new messaging which presents the context of an integrated office with a variety of program types.

Supervision

• Integrate staff from three previously distinct offices into a cohesive, student-oriented unit that furthers Northwestern’s position as a leader in international education.
• Supervise and provide professional development opportunities for office staff, as well as faculty and staff involved in international programs.

Miscellaneous

• Performs other duties as assigned.

Minimum Qualifications:

• Advanced degree and progressively responsible managerial experience in the area of international student programs.
• Seasoned professional with a successful track record of leading teams to develop a strategy to achieve a set of identified goals
• Experience with various international program and partnership models
• In-depth understanding of the scholarship and practice of study abroad
• Knowledge of best practices in risk management, crisis response and management, program development, program assessment, and the development of exchange and other partnership models
• Commitment to enriching the quality and diversity of study abroad experiences and making these experiences accessible to all students
• Proven ability to collaborate successfully with a large set of diverse stakeholders
• Experience in a large, research university, or a comparable complex organization
• Experience in leading, managing and developing professional staff
• Experience in program development, international operations and budget management
• Proven ability to interact effectively with students, parents, faculty, study abroad program providers, and oversees partners
• Excellent written, oral and interpersonal and intercultural communication skills

Preferred Qualifications:
• PhD. or EdD. in a related field
• Experience in leading teams through organizational change
• Bilingual

As per Northwestern University policy, this position requires a criminal background check. Successful applicants will need to submit to a criminal background check prior to employment.

Northwestern University is an Equal Opportunity, Affirmative Action Employer of all protected classes including veterans and individuals with disabilities.