



Manager, Student Success & Experience

Reports to: Director, Student Success & Experience

Salary: \$60,000 – \$73,000 (commensurate with experience)

Hours: Full-time 37.5 hours/week, with occasional evenings and weekends to support programs and events.

Location: Nova Scotia

Deadline: August 12th, 2026

Why You'll Love Working at PREP

At The PREP Academy, we believe our people are our greatest strength. We are committed to creating a workplace where employees feel supported, valued, and empowered to make a meaningful impact. Our total compensation package includes:

- Comprehensive health, dental & life insurance (cost-shared)
- Employee Assistance Program
- 3 weeks vacation, increasing to 4 weeks after your third year year
- Paid December office closure (typically 3 weeks)
- Paid birthday off
- Summer Hours
- Annual \$500 Professional Development Fund
- Annual \$500 Education Scholarship
- Company laptop & mobile phone

Most importantly, you'll join a passionate, mission-driven team transforming educational outcomes for African Nova Scotian youth across Nova Scotia.

About The PREP Academy

The PREP Academy is a community based registered charity that inspires and prepares African Nova Scotian students for postsecondary education. We coach students in Grades 10, 11, 12 and continue to provide wraparound supports as they transition and complete college, university and apprenticeship. We provide students and parents with access to resources and information, and help them navigate college and university processes. Our culturally informed programs guide students as they plan, prepare and pursue postsecondary education directly after high school.



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Statement of Intention: To ensure students see themselves reflected in positions of positive influence, this position is designated for Black applicants. Preference will be given to African Nova Scotian applicants with historic and familial ties to African Nova Scotian communities. Applicants are asked to self-identify in their cover letter. To learn more about The PREP Academy and the communities we serve, please visit www.theprepacademy.ca/about-us

Position Summary

The Manager, Student Success & Experience provides strategic leadership for PREP's Student Services Department and is responsible for ensuring students receive exceptional support throughout every stage of their PREP journey.

Reporting to the Director, Student Success & Experience, this role leads a team of High School Student Success Coaches while strengthening departmental systems, coaching staff, monitoring performance, and driving continuous improvement across PREP's student services.

The successful candidate will work to achieve continuous improvement across all aspects of the student journey, including student recruitment, enrolment, onboarding, engagement, retention, achievement, satisfaction, parent

engagement, and successful transition to post-secondary education. In addition to providing strategic leadership, this role remains actively engaged in program delivery by facilitating workshops, representing PREP within the community, and building meaningful relationships with students, families, schools, and partners.

As a member of PREP's Leadership Team, the Manager contributes to organizational planning, cross-department collaboration, strategic decision-making, and the continued growth of PREP Academy.

Key Responsibilities

- Lead the planning, delivery, evaluation, and continuous improvement of PREP's Student Success programs and services.
- Lead, coach, supervise, and develop a high-performing team of Student Success Coaches.



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- Foster a collaborative, accountable, and student-centred team culture.
- Monitor and improve student recruitment, enrolment, engagement, retention, achievement, satisfaction, and post-secondary transition.
- Facilitate workshops, parent sessions, and community engagement activities while representing PREP professionally.
- Champion student, parent, and family engagement through meaningful relationship-building and engagement strategies.
- Build and maintain strong relationships with students, families, schools, post-secondary institutions, and community partners.
- Monitor departmental performance using data, participant feedback, and key performance indicators.
- Develop and strengthen departmental systems, processes, resources, and student support tools.
- Lead departmental planning, budgeting, reporting, and program evaluation.
- Recruit, onboard, and support volunteers, facilitators, mentors, and guest speakers.
- Serve as a visible ambassador for PREP at schools, community events, workshops, and public engagements.

Perform other duties as assigned.

Education and Experience

- Post-secondary education in a related field or an equivalent combination of education and experience.
- 3+ years of experience leading programs, projects, or community initiatives.
- Experience supervising, coaching, and developing staff while fostering a positive, collaborative, and accountable team culture.
- Demonstrated experience leading programs, projects, or community based initiatives.
- Experience developing relationships with schools, community organizations, families, and external partners.
- Knowledge of student development, youth programming, and post-secondary education pathways.
- Understanding of the lived experiences, strengths, and barriers facing African Nova Scotian youth and communities.



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- Experience managing multiple priorities, projects, and deadlines within a fast-paced environment.
- A valid driver's licence and access to a reliable vehicle.

The Ideal Candidate

We're looking for a confident, collaborative, and compassionate leader who is passionate about improving educational outcomes for African Nova Scotian youth. You are an experienced people leader who enjoys coaching, mentoring, and developing others. You understand that exceptional student experiences begin with exceptional leadership, and you are committed to creating an environment where both students and staff feel supported, challenged, and empowered to succeed.

You naturally take ownership of your work, think strategically, and translate ideas into clear plans and successful execution. You are highly organized, able to manage competing priorities, and comfortable making thoughtful decisions in a fast-paced environment.

You build meaningful relationships with ease and communicate professionally with students, families, schools, colleagues, and community partners. You lead

with integrity, humility, accountability, and professionalism, and you are energized by the opportunity to strengthen programs, improve systems, and contribute to the continued growth of PREP Academy.

How to Apply

Please merge your cover letter and resume into one PDF and:

- send to: hr@theprepacademy.ca
- use the subject header: **Manager, Student Success & Experience**
- Candidates selected for an interview may be asked to facilitate a two part interview process.
- If accommodation to the recruitment process would help you present your full contribution potential to the process, we would love to support you.