



POSITION DESCRIPTION

Position Title: **Associate Registrar, Records and Systems**

Division: **Registrar's Office**

Classification: **Administrative Officer 3**

Supervisor's Title: **Registrar**

POSITION SUMMARY

This position provides leadership and expertise in support of college goals, the academic plan, for attainment of recruitment and retention objectives in alignment with Assiniboine's mission and strategic direction, through leadership in planning, business process management, and collaborative decision-making. Leading a team of staff, the Associate Registrar ensures operational integrity, policy and legislative compliance within areas of their responsibility. They also provide guidance and maintain productive working relationships with managers and staff in the Registrar's Office, Deans, Chairs, administrative staff in schools, and staff in other administrative departments. A champion for service excellence, quality and continuous improvement, the Associate Registrar fosters a student-centered culture and ensures that processes and systems enhance both institutional effectiveness and the overall student experience.

RESPONSIBILITIES AND ACCOUNTABILITIES

The primary functions of this position are:

To oversee the student records functions and curriculum management functions in the Registrar's Office

To provide leadership in the development and use of systems, business processes, and reporting across the unit including Colleague, and other similar systems

To provide leadership of staff and direct daily operations within the Registrar's Office necessary for the maintenance of student records, curriculum management, graduation, including respective systems and policies

- Student Records (grades management, student transactions related to records, transcripts, records retention)
- Curriculum (course and program management including new and changing courses and programs, data structure, taxonomy, linkages, processes)
- Graduation (degree audit, parchments, ceremonies)
- Colleague systems development, testing, and management for those areas supporting the academic mission (data quality, standards, security, business process improvement, reports)
- Annual Calendar and calendaring software
- Transfer credit and equating data systems

RESPONSIBILITIES AND ACCOUNTABILITIES

To provide leadership in the development of services and supports for schools, departments, and senior officials supporting data for evidence-based decision-making.

Accountable for decisions related to the operation of services related to customer service, graduation, calendar, student record maintenance and all campus-wide systems associated with these areas of responsibility.

Works directly with the Registrar, Vice President Enrolment, Vice President Academic, academic leaders, departments and committees to address necessary changes resulting from strategic plans, academic decisions, college-wide initiatives, and government legislation, and in the attainment of the college objectives.

Responsible for the development, management, delivery, maintenance and benchmarking of services, systems and related policies for the unit.

Other duties as assigned.

Key Accountabilities:

Student records functions and curriculum management

- Maintenance of student records in accordance with college policy and relevant legislation.
- Provides overall project management and content management for the maintenance and production of the calendar, and other curriculum management documents and software.
- Co-leads overall project and event management for graduation ceremonies.
- Provides leadership and quality assurance on validation of official enrolment and other key reports.
- Oversees the process of routing and recording course articulation between Assiniboine courses and other post-secondary institutions.

Development and use of systems, business process improvement

- Completes assessment, development, operation, maintenance, delivery and modification of all student record and self-service systems in order to assure their continued usefulness to essential functions that are the responsibility of the Registrar's Office. These enterprise systems support all aspects of recruitment, admissions, student records maintenance, scheduling, timetabling, academic progression, academic advisement and graduation.
- Provides project management and support for Colleague optimization projects and other related system development and maintenance.
- Provides a records and systems functional leadership role as the Registrar Office representative on IT related committees and initiatives.

Management

- Maintain an effective working relationship with other departments and academic areas soliciting input on the services offered by the unit.
- Assist in the hiring, orientation, evaluation, development, promotion and discipline of staff.
- Day-to-day supervision of staff, and provide direction and liaison to related staff.
- Develop and maintain training schedules for staff on key functions and service standards.
- Establish and maintain a departmental climate that supports student-centered service and reflects the mission, vision and values of the Registrar's Office and of Assiniboine.

RESPONSIBILITIES AND ACCOUNTABILITIES

- Review business practices to ensure the integrity of Assiniboine's various information systems is maintained. Implement improvements as needed.
- Coordinate and/or provide related systems training.
- Plan and implement technological change in support of the unit.
- Undertake reviews to ensure current procedures are aligned with college policies.
- Identify issues and options for policy revision in consultation with academic areas and service departments.
- Provide analyses and recommendations; assist in preparing procedures that are precise, clear, equitable and actionable.
- Manage/facilitate special projects, as assigned, including the implementation of business process redesign with a view to cross-functional and cross-divisional services. Work collaboratively with other leaders in communicating project needs, status and deliverables.

KEY RELATIONSHIPS

Staff Positions Directly Supervised 5

Staff Positions Indirectly Supervised 0

Other Key Relationships:

Registrar, Vice President Enrolment, Vice President Academic, academic leaders, departments and committees Schools administrative staff

KNOWLEDGE, SKILLS, ABILITIES, OTHER

- Diploma or Degree in a relevant field preferred; or equivalent combination of education and experience.
- Minimum of 5-7 years of progressive experience in a Registrar's Office at a university or college, or a similar environment or role.
- Strong technology orientation and experience; knowledge of Colleague, or other similar systems, and calendar/curriculum management systems preferred.
- Leadership and management experience including supervision, training and developing staff.
- Experience with change management, project management, and business process improvement an asset; able to lead organizational change and foster a culture of continuous improvement, service excellence and quality.
- Strong problem-solving and critical thinking skills with the ability to develop practical solutions to complex operational and policy issues.
- Knowledge of Canadian post-secondary education, strategic enrolment management concepts and academic policies and processes that contribute to a quality education experience preferred; able to understand and represent the position and priorities of the Registrar.

KNOWLEDGE, SKILLS, ABILITIES, OTHER

- Ability to interpret data and create clear, accurate, reliable, and informative reports.
- Proven ability to exercise sound judgement, tact, diplomacy and conflict resolution skills.
- Experience managing multiple projects within a high-volume and rapidly changing environment with the ability to prioritize and delegate work effectively.
- Excellent communication and interpersonal skills, with ability to communicate and collaborate effectively across diverse groups and situations, and to build and maintain strong, effective working relationships.
- Possession of a valid driver's license and access to a vehicle. Inter-campus travel is required.

OTHER COMMENTS

Employee's Signature

Date

Supervisor's Signature

Date