**Department of Human Resources**

**Exempt Job Description**

**Job Title:** Assistant Registrar, Academic Scheduling & Systems Administration

**Job Number:** X-230

**Band:** 8

**NOC:** 0213

**Department:** Enrolment Services

**Supervisor Title:** University Registrar

**Last Reviewed:** November 28, 2019

**Job Purpose**

As a member of the Enrolment Services management team, the Assistant Registrar, Academic Scheduling & Systems Administration is the primary lead for all academic scheduling processes, and is also responsible for overseeing the development, maintenance and administration of all computer systems used within Enrolment Services. The Assistant Registrar is the primary interface between Enrolment Services and the Information Technology unit and provides reports and technical expertise to the University community as they relate to Enrolment Services’ administered systems. As an advocate for continual business process improvement, the Assistant Registrar serves as a change-agent providing direction in the use of business systems and process leadership for Enrolment Services.

**KEY ACTIVITIES:**

***Academic Scheduling***

* Effectively manage academic space while overseeing the production of optimized conflict-free academic schedules for undergraduate, graduate, Bachelor of Education and ESL students.
* Ensure academic requirements, pedagogical needs, faculty commitments, institutional operational needs and stakeholder requirements are navigated and met throughout the scheduling process.
* Establish policies and procedures that define the priorities for the use of academic space. Ensure policies and procedures are in place that accommodate accessibility needs for faculty and students when scheduling academic sessions and examinations.
* Supervise, each term, the production of high-quality academic timetables ensuring adherence to academic policy and university guidelines.
* Supervise, each term, the production of the University’s final exam schedule ensuring adherence to academic policy and university guidelines. Ensure all students exams are scheduled according to Exam policy, conflict-free across both campuses.
* Responsible for rescheduling of weather related exam cancellations, in accordance with the Class Cancellation and Closing Policy.
* Collaborate with university departments affected by academic and exam scheduling, to ensure scheduling aligns with the operational needs of the campus, and changes are communicated in a timely manner.
* Collaborate with the Deans to make critical timetabling adjustments and to resolve timetabling conflicts equitably. Adjudicate requests for exceptions to the scheduling policies and principles by departments, instructors, or students.
* Supervise the administration of the Enterprise room booking software to oversee booking of all academic and non-academic bookings on the Peterborough and Durham campuses. Work with campus users to administer additional room bookings through the centralized system.
* Collaborate with Facilities Management, Risk Management and other student services as necessary to ensure space usage is appropriately monitored.
* Facilitate the functioning of the Scheduling Committee and actively participate as a member to inform discussions with academic scheduling expertise and best practices.
* Collaborate with Facilities Management and The Centre for Teaching and Learning to identify and implement improvements to academic spaces.
* Continually evaluate business processes to identify areas requiring improvement and implement process improvements as required.
* Ensure that all business processes are documented and periodically reviewed for accuracy.
* Prepare reports and analyze data relating to the utilization of academic space to support data-driven decision making.
* Convert and migrate data as required between separate technology systems for the purpose of academic scheduling (ie. Infosilem and Colleague).
* Maintain systems and support for academic and exam scheduling, as well as administration of the Enterprise system at the Durham campus.
* Maintain Visual Schedule Builder access and functionality for student timetabling and registration.
* Enter and manage all academic term information in Colleague. Supervise the creation of all course sections and registration information in Colleague. Provide analysis and reports as necessary to assist with the process.
* Work with TCSA to ensure sufficient student transportation to campus according to academic scheduling and exam schedules

***Systems Administration***

* Serve as systems analyst within Enrolment Services by designing, developing, implementing and or modifying, and maintaining systems across the entire unit to: improve production or work flow, automate processing, expand systems to serve new purposes, or as a result of legislated or mandated changes.
* Manage the various automated scheduling systems in order to ensure that they perform as required and support the University’s scheduling requirements. Serve as the university’s technical expert for the academic scheduling and room booking systems.
* Serve as the primary interface between Enrolment Services and Information Technology and work closely with Information Technology on various student system related projects.
* Ensure all staff in Enrolment Services have access to the appropriate hardware and software to meet the objectives of the unit.
* Troubleshoot and perform complex diagnosis of system issues and resolve or liaise with Information Technology when not within area of responsibility.
* Assist with the evaluation of business processes across the Enrolment Services Unit for the efficient use of systems. Recommend business practices, technology and other changes that may improve workflow and functionality.
* Analyze current and future system needs. Evaluate new systems/software and develop appropriate recommendations for the implementation of new technology applications across the unit.
* Manage the implementation of new systems/technological solutions across the unit in collaboration with other Enrolment Services managers and/or team leads.
* Manage relationships and serve as the primary point of contact with outside vendors.
* Collaboration with IT to maintain, update and administer Infosilem servers. Responsible for updating services with scheduling database settings, scheduled processes and HTML coding as necessary to maintain Infosilem software functionality.
* Work closely with IT and other Enrolment Services managers to ensure the coordination of services to students and the effective use of resources.
* Manage S: Drive access for all staff members in Enrolment Services, as well as access for external users.
* Stay current with systems and management practices, new technologies and software development. This includes reading publication, participating in mail lists and online forums, attending conferences and workshops, and maintaining relationships with colleagues at other institutions.

***Analysis and Evaluation***

* Assist the University Registrar in the development and management of the Enrolment Services budget. Develop annual budget for technology needs and present to the University Registrar for review.
* Assist the University Registrar in the development and management of the Enrolment Services operational plans.
* Prepare, analyze and distribute data and reports as necessary to support new initiatives, performance indicators, changes to procedures, regulations, etc as required.
* Identify systemic issues for consideration and improvement and opportunities for strategic change.
* Participate in university committees, special projects and represent Trent at external events as required.

***Supervision***

* Hire, train and supervise staff within Enrolment Services.
* Provide regular coaching and feedback and conduct annual performance appraisals for permanent staff.
* Act on behalf of the University Registrar and provide support and leadership to other staff in Enrolment Services as needed.
* Ensure that all staff are aware of and adhere to standards relating to the ethical principles of service delivery including, but not limited to, the parameters established by PIPEDA, FIPPA, the Charter of Human Rights and all internal university policies.
* Ensure that all staff are thoroughly familiar with the policies, protocols and procedures that guide the work of the Enrolment Services unit.
* Ensure that all staff are trained in supporting students in need, working with the needs of diverse populations and are familiar with the campus resources available to students.
* Coordinate staff schedules and assign work as required to ensure that Enrolment Services meets unit goals and maintains appropriate service levels.
* Determine staffing needs and organization of work. Create and update job descriptions as needed.
* Oversee the development and maintenance of training resources for all areas of Enrolment Services.
* Ensure all staff members are technically proficient in the effective use of existing and new systems.
* Determine the need for casual or additional assistance, as well as the hiring, training and primary supervision of student assistants and casual help.

**Education Required:**

Master’s degree in Business Administration, Education, Management or a related field.

**Experience Required:**

* A minimum 5 years experience in a Registrar’s Office at a university or college leading to in-depth knowledge of scheduling and registration processes.
* Advanced technical knowledge of student information systems (preferably Colleague) and scheduling software (preferably Infosilem).
* Minimum 3 years of management/leadership experience and supervision of staff.
* Knowledge of software required at a level to be able to access data, develop reports, assist in staff training and identify best procedures and practices.
* Proven track record of effective team and change management to affect improvement.
* Demonstrated understanding of strategic enrolment management concepts and academic policies and processes.
* Proven ability to exercise tact, diplomacy and conflict resolution skills.
* Experience managing multiple projects within a rapidly changing environment.
* Excellent verbal and written communication skills.

**Responsibility for the Work of Others**

Direct Responsibility for the Work of Others:

* Direct supervision of 2 full-time OPSEU staff members, and a variety of contract workers.
  + 2 Scheduling Administrators (Band 8)

In-direct Responsibility for the Work of Others:

In-direct responsibility for all staff reporting to University Registrar.

**Communication**

Internal:

* Position requires contact with Deans, Chairs, Faculty, Directors, Managers, Academic Advisors, staff, administrative personnel, developers and programmers within IT.

External:

* Position requires contact with students, vendors, administrators of software systems and other post-secondary institutions.

**Motor/ Sensory Skills**

* Fine motor skills on keyboard.
* Active hearing and listening when working with departmental representatives and students.

**Effort**

Mental:

* High degree of mental effort required.
* Routinely deals with several complex issues at the same time and solves complicated problems as they arise.
* Must be able to make complex decisions in a high volume, busy environment and responds to issues as they develop.
* Deal with multiple and competing deadlines and must establish priorities to ensure all tasks are completed in a timely manner.
* Must be responsive and provide guidance to staff when university or government regulations change.
* Sometimes change is sudden; must respond appropriately and offer guidance to staff.
* Must interpret complex policies and regulations which are often conflicting or not in alignment.

Physical:

* Standard office environment with limited exposure to disagreeable elements.

**Working Conditions**

Psychological:

* Must use discretion and tact in stressful situations.
* Sensitivity is required when dealing with complex scheduling issues with deans, departments and faculty.

**Analytical Reasoning**

Work requires a very high level of analytic reasoning. Areas of responsibility are broad and complex. Judgement and critical thinking are required in interpreting and administering complex, and sometimes competing academic priorities.

Examples:

Provide guidance and direction to Scheduling Administrators, Deans, Registrar, Academic Chairs, and departmental representatives regarding the conflict-free and effective use of academic space across campus to support academic program delivery, and institutional growth.

**Decision Making**

Has authority for strategic decision making regarding academic and exam scheduling across all programs. Interprets academic requirements and regulations, while considering competing academic priorities, space limitations, University Committee assignments, and other scheduling constraints.

Example:

Determines scheduling parameters for all programs at the institution for each academic year. Decision making includes class sizes, instructor scheduling, conflict resolution, preferences/requirements, room assignment and conflict approval. Decisions require strategic planning and a high level of judgement, and reference is not made to superiors, except in rare situations.

**Impact:**

Impact on the institution is significant and long term. Errors in academic or exam scheduling can cause classroom conflicts, degree program conflicts and instructor conflicts. Errors can lead to classes not running as expected, time changes which can lead to student conflicts, inability for students to graduate when expected, faculty grievances against academic departments, and dissatisfaction amongst the student body. In addition to internal scheduling complexities, academic scheduling considerations also must include external factors such as impacts on student transportation to campus. Poor decisions may have negative effects on relations with faculty, academic departments, university administrators and the student body.

Example:

The consequences of errors in decision making will impact student and staff experiences at the institution. This can lead to a significant negative impact for academic operations and external reputation, which can impact retention.