**Department of Human Resources**

**Exempt Job Description**

**Job Title:**  Associate Vice-President, Special Programs & University Registrar

**Job Number:**  X-382

**Band:** 12

**NOC:**  0421

**Department:**  Office of the Registrar

**Supervisor Title:** Provost & Vice-President, Academic

**Last Reviewed:** June 1, 2020

**Job Purpose**

The Associate Vice-President, Special Programs & University Registrar will work closely with deans, senior administrators and faculty members, as a key participant in the development and implementation of strategic directions and leadership for the university.

With strategic oversight for two integral areas, both central to the university’s operations, the AVP position is significant as it bridges an inherent gap between the academic and administrative sides of the university. Working closely with the Deans and faculty, the AVP, Careers, Experiential Learning and University Registrar provides direction on academic policy, records, academic scheduling, the academic calendar, and, scholarships and financial aid. On the operational side, the AVP collaborates with student services to improve the student experience and with IT to improve systems, create efficiencies and facilitate the work of staff and faculty. Of equal importance is the AVP’s role in careers and experiential learning. Experiential learning has grown in significance in the last few years, the government recently mandated that every student completes an experiential learning component prior to graduation, and experiential learning is one of the required metrics that will determine government funding. The AVP will provide strategic leadership and direction as the university moves towards broadening and enhancing opportunities for our students to gain hands-on experience.

**RESPONSIBILITIES**

**Strategical and Institutional Leadership**

Leads the development, implementation and evaluation of overall vision, strategy and operational plans for the Office of the Registrar that support the university’s strategic and academic plans. Identifies systemic issues for consideration and improvement and opportunities for strategic change. Monitors trends and best practices within postsecondary education provincially, nationally, and internationally and interprets how forces and factors at play influence the university in general, and more specifically registrarial functions and student experiential learning. Serves on committees of professional and regulatory organizations and interact with officials at the regional, provincial and national levels.

Provides strategic direction and institutional leadership for development and delivery in the areas of career education and planning, experiential learning, co-op, and community-based research, including priority setting. Plans the integrated, responsive, and effective delivery of career education and experiential learning (including Co-op) across the University. Positions career education and experiential learning prominently and provides for the University to be responsive to the needs of prospective students, current students, faculty, employers, communities and governments. Learns through research and experience the most effective ways for the University to deliver career education, academic advising and experiential learning.

**Policy Development & Protection of Student Records**

Initiates and recommends changes to university degree policy and regulations. Provides reports, analysis and recommendations required for policy formulation. Implements and interprets academic policy as established by Senate and serves on planning and policy-making committees as appropriate. Provides expert advice and information to the Provost, deans, faculty, academic advisors, staff and students regarding the interpretation and application of regulations and policies related to student financial assistance, academics, course registration, course and exam scheduling, and academic space utilization. The Registrar is a key contact within several provincial and federal government departments and has responsibility for ensuring the timely submission and accuracy of reports to various ministries.

Establishes and oversees policies and procedures related to access, privacy and security of student information, with a particular regard to meeting extracurricular legal requirements. Ensures compliance with academic, regulatory and accreditation policies and requirements. Ensures the timely submission and accuracy of reports to various ministries. Represents the Office of the Registrar in all enrolment, financial aid, scholarship and bursary audit processes.

Functions as the official custodian of the academic records of all enrolled and previously enrolled students. Accountable for the completeness and accuracy of student records data upon which students’ degree eligibility is based, claims for operating funds are made to government and internal planning and analysis are based.

**Undergraduate Records and Registration**

Oversees the management of records and course registration in accordance with Senate approved regulations and requirements including collection and recording of grades, issuance of transcripts, scheduling of courses and final examinations, assignment of classroom space and administration of finance assistance, scholarship and bursary programs. Certifies student enrolment in full compliance with external and internal regulations. Responsible for the accuracy and integrity of degree granting. Manages the publication of the undergraduate academic calendar.

**Timetabling and Academic Classroom Space**

Ensures effective management of academic space in a manner which supports the interdisciplinary nature of the curriculum. Establishes policies and procedures that define the priorities for the use of academic space. Analyzes the utilization of academic space and makes recommendations to the Space Allocation Committee. Ensures the effective creation of class schedules that reflect students’ preferences balanced with faculty priorities. Oversees the creation of the examination timetable and the administration of final examinations.

**Student Financial Aid and Scholarship**

Oversees the management of all financial assistance and academic scholarship programs administered on behalf of the university at the undergraduate level. Accountable for the effectiveness of the administration of programs sponsored by provincial and federal government agencies, in addition to Trent’s merit-based scholarships and bursary award programs.

Meets Student Access Guarantee obligations and disburses Tuition Set-aside funds in accordance with Ministry guidelines. Provides internal and external reports as required by the University and by government agencies regarding the allocation of funds including Tuition Set-aside, endowed bursary and scholarship funds.

**Relationship Building**

Builds and supports relationships that will support the seamless interface between the University and community.

Internally works with the Provost and the senior academic team to maintain and strengthen career education and experiential opportunities for students across the disciplines. Provides for ongoing relationships for the integration of community-based research.

Externally leads the establishment of new partnerships and supports existing relationships with employers and the broader community. Builds and maintains ongoing relationship with U-Links, community-based research. Expands community links to not-for-profits and social enterprises.

Working with the Office of Alumni Affairs, develops links with Alumni to enhance student experiences and opportunities. Collaborates with the Development Office in targeting specific student needs for fundraising priorities or changes to endowed accounts.

**Programming and Services**

Oversight of programs, services and resources in support of experiential learning, careers and employee relations. Develops and promotes unique and innovative programming in the areas of career development, work integrated learning opportunities, mentorship and professional development. Coordinates the centralized delivery of an integrated approach to career education and experiential learning at both the Peterborough and Durham campuses

Strengthens expansion and delivery of experiential learning and community-based programming. Proactive in seeking opportunities for funding to support experiential learning. Provides a plan for the execution of co-op programs and related costs.

**Systems and Operations**

Collaborates closely with other senior managers to identify opportunities for improved service provision.

Establishes and enforces ethical principles of service delivery related to privacy and confidentiality, fairness, fiscal responsibility, appropriate referrals, accountability of all staff and ethical use of technology.

Oversees the functional needs analysis and the development of technology-based efficiencies in records, registration and experiential learning. Initiates and implements change to improve and enhance records management and increase efficiencies and user-friendly records management.

Builds, maintains and grows financially efficient and accountable and operational systems that will meet the changing needs of students, employers, communities and governments. Develops and oversees staffing and operations budgets to provide the resources as required for effective operations, development and expansion.

Provides leadership, supervision and direction to senior staff, including hiring and training. Conducts yearly performance appraisals for senior level staff.

Develops and administers all risk management procedures including the Emergency Response plan, Pandemic Plan, and Emergency Closures.

Chairs the Scheduling Committee and the Committee on Undergraduate Petitions. Sits as member or consultant on several major university committees including Senate, Senate Executive, Faculty Board, Academic Planning & Budget, Undergraduate Academic Policy, Undergraduate Studies, Awards Subcommittee, Senior Management Committee, Strategic Enrolment Management Committee, Retention Committee, Space Allocation Committee and IT Steering Group.

**Education**

Master or Professional degree. Preference for graduate degree in higher education or business administration or related field.

**Experience**

10+ years in a university or college environment demonstrating responsibility for administration and staff supervision with a minimum of 5 years in a Registrar’s Office with responsibility for records, registration, financial aid.

**Key Competencies**

* Demonstrated leader in strategic planning and management.
* Knowledge of federal and provincial legislation and regulations related to records management.
* Knowledge of current electronic student record storage and delivery systems.
* Experience working with diverse student interests and populations
* Career and student development expertise
* Understanding of workplace/industry trends
* Knowledge and experience in contemporary labour market issues in Peterborough and Durham regions.
* Demonstrated ability to lead project teams in a complex environment that involves technology personnel and end-users.
* Strong interpersonal, communication and conflict resolution techniques.
* Ability to foster a cooperative work unit to effectively accomplish goals and objectives.
* Experience in budget preparation and fiscal management.
* Ability to act as a change agent and experience with continuous improvement of business processes
* Understanding of academic programs, policies and processes
* Ability to develop effective relationships with university community members and professional contacts in the Peterborough and Durham regions.