**Department of Human Resources**

**Exempt Job Description**

**Job Title:**  Associate Registrar and Director, Service Delivery & Student Financial Supports

**Job Number:**  X-383

**Band:** 9

**NOC:**  0421

**Department:**  Office of the Registrar

**Supervisor Title:** AVP Careers, Experiential Learning & University Registrar

**Last Reviewed:** August 25, 2020

**Job Purpose**

Reporting to the Associate Vice President, Careers, Experiential Learning & University Registrar, the Associate Registrar and Director, Service Delivery & Student Financial Supports is the chief financial aid officer and official custodian of the institution’s student financial aid records and is responsible for overall operations and service delivery within the Enrolment Services portfolio. The Associate Registrar oversee daily functions and reporting related to registration and enrolment, student transcripts, the Canada Student Loans Program, the Ontario Student Assistance Program and other provincial, territorial, or US student financial aid programs, institutional scholarships and bursaries, Tuition Fee Set-Aside, Student Access Guarantee, disclosure of information from student records, and service delivery across all areas of Enrolment Services.

The Associate Registrar and Director, Service Delivery & Student Financial Supports facilitates and implements institutional academic and financial aid policy as established by Senate, Canada Student Loans Program, Ministry of Colleges & Universities and other provincial/territorial governments, and provides interpretation and enforcement of such policies. They serve on planning and policy-making committees as appropriate. The Associate Registrar and Director, Service Delivery & Student Financial Supports 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.

**Leadership and Strategic Development**

* Act on behalf of the AVP & University Registrar and provide support and leadership to other staff in Enrolment Services.
* Assist with the development, implementation and evaluation of overall vision, strategy and operational plans for all functions within the Office of the Registrar that support the university’s strategic and academic plans. Identify systemic issues for consideration and improvement and opportunities for strategic change.
* Monitor trends and best practices within postsecondary education provincially, nationally, and internationally and interpret how forces and factors at play influence the university in general, and registrarial functions specifically. Ensure that the Office of the Registrar steadily enhances service provisions accordingly.
* Responsible for all day-to-day operations of the Office of the Registrar.
* Lead the implementation and evaluation of annual strategic and operational plans that support the university’s strategic and academic plans for all functions within the Office of the Registrar. Identify systemic issues for consideration and improvement and opportunities for strategic change.
* Monitor trends and best practices within postsecondary education provincially, nationally, and internationally and interpret influence on the university in general and the registrarial function specifically.
* Ensure that the Office of the Registrar steadily enhances service provisions.
* Serve on campus and district committees and/or on committees of professional and regulatory organizations and interact with officials at the regional, provincial and national levels.
* Develop and administer the staffing, operational, financial assistance, and other departmental budgets to ensure compliance and the necessary resources for the effective operations of all Enrolment Services functions.
* Develop and administer risk management procedures for the Office of the Registrar including the development of Emergency Response and Business Continuity Plans.
* Collaborate closely with other units to identify opportunities for improved service provision. Provide a leadership role in ensuring strong and productive working relationships between the Office of the Registrar and other units involved in the provision of student services.

**Protection of Student Records**

* Establish and oversee policies and procedures related to access, privacy and security of student information, with a particular regard to meeting legal requirements.
* Ensure compliance with academic, regulatory and accreditation policies and requirements.

**Service Delivery**

* Ensure effective management of service provision across all areas of Enrolment Services in a manner which supports evolving student, staff, faculty, and other client demographics. Ensure the effective delivery of service that reflect students’ preferences and expectations balanced with policies, best practices, and strategic priorities.
* Establish policies and procedures that define the priorities for service delivery. Ensure policies and procedures are in place that accommodate accessibility needs for service delivery and meet AODA requirements.
* Collaborate with service partners to resolve conflicts equitably. Adjudicate requests for exceptions to policies and principles by departments, instructors, or students.
* Monitor provincial, national, and international trends in registrarial service delivery and analyze how service delivery within Enrolment Services impacts on all stakeholders.

**Student Financial Aid and Scholarship Administration**

* Oversee the management of financial assistance and academic scholarship programs administered on behalf of the university, primarily 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.
* Responsible for meeting and reporting on the university’s responsibilities under Tuition Fee Set-Aside and Student Access Guarantee guidelines.
* Responsible for integrity of 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.
* Oversee athletic compliance activities (financial assistance).
* Advise on the development and implementation of institutional financial aid programs, including donor scholarship and bursary agreements.
* Collaborate with the Development Office in targeting specific student needs for fundraising priorities or changes to endowed accounts.
* Provide 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.
* Accountable for the delivery of financial literacy and other programming intended to enhance student success and the mandate of enrolment services.
* Ensure the timely submission and accuracy of reports to various ministries. Represent the Office of the Registrar in all financial aid, scholarship and bursary audit processes.

**Undergraduate Records and Registration**

* Ensure maintenance of accurate student records, the basis for the conferral of degrees and the university’s grant claims.
* Oversee daily operations that assure accurate and efficient records management
* Certify student enrolment to/for a variety of requestors in full compliance with external and internal regulations.

**Systems**

* Serve as functional lead of financial aid modules of the student information system by ensuring efficient and user-friendly records management that culminates in accurate institutional, government, and audit information for all financial aid activities.
* Function as an institutional lead for the electronic transfer of data with the Ontario Universities’ Application Centre.
* Ensure technical proficiency of all staff members on effective use of all systems.

**Policy Development & Implementation**

* Implement and interpret academic policy as established by Senate, Canada Student Loans Program, Ministry of Colleges & Universities, and other provincial/territorial governments and serve on planning and policy-making committees as appropriate.
* Provide expert advice and information to staff and students regarding the interpretation and application of regulations and policies related to student financial assistance including provincial financial aid programs, scholarships and bursaries.
* Provide reports, analyses, and recommendations required for policy formulation. Recommend changes to university financial aid, scholarship and bursary related policies.

**Human Resources**

* Provide leadership to the senior staff in the Office of the Registrar.
* Hire, train and supervise staff in functional areas for records and registration management and student financial assistance.
* Develop and implement staff development plans, and conduct yearly performance appraisals for senior and junior level staff.
* Ensure that staff in the Office of the Registrar are well versed in all academic programs, policies and procedures and are trained in working with needs of diverse populations.

**Committees**

* Represent AVP & University Registrar on institutional and external committees.

**Education Required**

* Masters degree in Business Administration, Education, Management, or a related field.

**Experience Required**

* A minimum of 8 to 10 years of progressive experience in a post-secondary registrarial/financial aid environment leading to knowledge of all elements of records, registration, and financial aid processes.
* Minimum 3 years of management/leadership experience and supervision of staff, preferably in a unionized environment.
* Experience in budget preparation and fiscal management.
* Complex technical knowledge and specialized skills in the areas of Student Information Systems (preferably Colleague).
* Ability to maintain the confidentiality of student data records.
* Demonstrated understanding of strategic enrolment management concepts and academic policies and processes.
* Proven experience in business process review and project management.
* Superior skills and understanding in the concepts and provision of student services and service delivery.
* Superior leadership and organizational skills.
* Excellent verbal and written communication skills
* Excellent computing skills including experience with student information systems, advanced MS word, Excel, Access.
* Ability to foster a cooperative work unit to effectively accomplish goals and objectives.
* Superior skills in the provision of customer and student services.
* Superior leadership and organizational skills.
* Excellent verbal and written communication skills
* Excellent computing skills including experience with student information systems, advanced MS word, Excel, Access.
* Ability to work co-operatively in a variety of settings, exercising tact, diplomacy and patience, often in stressful situations.

**Analytical Reasoning**

Work requires a very high level of analytical reasoning. Areas of responsibility are broad, complex, and multi-faceted. Judgement and critical thinking are required in interpreting and administering complex, and sometimes competing, university and government regulations and programs. Incumbent uses logical, rational, scientific, evaluative, and critical thinking to define problems, develop alternatives, and propose plan and implement solutions.

Examples:

Evaluating institutional programs and budgets to balance reputation, institutional priorities, and Ministry guidelines. Evaluate service provisions to establish comprehensive service delivery plans. Draft, revise, and implement institutional policies for scholarships, bursaries, and other institutional funding programs.

**Decision Making**

Authority for planning and strategic decision making on issues that are diverse and complex. Incumbent receives general guidance from supervisor and internal and external policies that are often broad. Responsible for strategy, planning, and execution of work and programs with reference to supervisor only where significant impact to the university is concerned.

Example:

Determines strategy, plan, and implementation of institutional funding programs. Decision-making involves determining the funding levels for multiple programs (i.e. TWSP, Undergraduate Bursary Program, Undergraduate Scholarship Program), ensuring compliance with broad Ministry guidelines and institutional priorities. Incumbent makes decisions on departmental budget, including revenue generation and major purchases. Decisions are made without reference to superiors, except in rare circumstances.

**Impact:**

Impact on the organization is significant and long term. Errors may cause serious delays in program or service delivery. Poor decisions may have negative effects on relations with faculty, staff, and students, as well as on institutional reputation. Decisions impact the amount of funding received from the Ministry through the use and reporting of government aid programs and enrolment reporting.

Example:

Non-compliance with OSAP would result in the institution being unable to distribute student aid (a significant funding source for a major portion of students). Failure to comply with Student Access Guarantee and Tuition Fee Set-Aside guidelines would result in the university being non-compliant with provincial tuition fee framework. Responsible for all decisions on service delivery (a key factor in student recruitment and retention)

**Responsibility for the Work of Others**

Full responsibility for direct supervision of staff. Work is diverse and complex. Supervision includes the full scope of supervisory actions at the decision making level. Responsibility includes ensuring compliance of work in other areas of the university.

Direct Responsibility for the Work of Others:

Affordability Coordinators

Affordability Administrators

Enrolment Services Associates

Indirect Responsibility for the Work of Others:

Enrolment Services Coordinator

Enrolment Services Administrators

Scheduling Administrators

Students

**Communication**

Communication requires consulting on issues, presenting complex information, explaining analysis and rationale, and making recommendations. The job requires regular communication throughout the organization, as well as with many external partners and organizations.

Internal:

* Position requires contact with Deans, Chairs, Faculty, Associate Vice-Presidents, Directors, Managers, Academic Advisors, staff, administrative personnel, developers and programmers within IT, advancement, and communications.

External:

* Position requires contact with students, parents, and alumni through daily communications, events, and webinars.
* Regular communication with other post-secondary institutions.
* Communication with media, including written, verbal, and on-camera.
* Communication with auditors, including; MCU Student Financial Assistance Branch, and external financial auditors.
* Regular communication with the Ministry of Colleges, and Universities, including; Ontario Student Assistance Program (OSAP), Student Access Guarantee (SAG), Bursaries for Students with Disabilities and the Canada Student Grant for Persons with Disabilities (BSWD/CSG-PD), Tuition Fee Set-Aside.
* Communication with the Director General and other key contacts at the Canada Student Loans Program.
* Communication with all other provincial and territorial student aid programs in Canada.
* Communication with the United States Department of Education and the United States Department of Veteran’s Affairs.
* Communication with the National Student Loans Service Centre.
* Communication with Ontario Universities’ Application Centre.

**Motor/ Sensory Skills**

* Fine motor skills on keyboard.
* Active hearing and listening when counselling students.

**Effort**

Mental:

* High degree of mental effort required.
* Routinely deals with several, often unrelated, 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 and confidential student issues.
* Must be empathetic and responsive to students who are in crisis or in stressful situations.
* Must be sensitive to the needs of students and be able to recognise those who require help beyond the services offered by Enrolment Services.