#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Associate Registrar & Director, Student Records and Scheduling

**Job Number:** X-384 | VIP: 1634

**Band:** EXEMPT- 8

**Department:** Office of the Registrar

**Supervisor Title:** University Registrar

**Last Reviewed:**  December 2, 2022

#### **Job Purpose:**

Reporting to the University Registrar, the Associate Registrar & Director, Student Records and Scheduling, supports the academic mission of the University by providing leadership to academic records management, student enrolment and academic scheduling. As part of the University Registrar’s leadership team, the Associate Registrar & Director leads planning and delivery initiatives on behalf of the University Registrar and may exercise decision-making authority as delegated by the University Registrar. The Associate Registrar & Director provides a range of core services to students, faculty, staff, alumni, academic units, and other campus operations in support of the student experience and student success. The Associate Registrar & Director oversees key confidentiality of student records, and the administration of Senate approved University policy in a manner that is student focused, fair, and transparent. The Associate 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 Associate Registrar serves as a change-agent providing direction in the use of business systems and process leadership for Enrolment Services.

#### Key Activities:

***Leadership & Strategic Development:***

1. Lead the development, implementation, and evaluation of strategic and operational plans within scheduling and records units in the Office of the Registrar to support the university’s strategic and academic plans. Identify systemic issues for consideration and improvement, and opportunities for strategic change.
2. Monitor trends and best practices within the postsecondary sector, and the registrarial function specifically. Ensure that the Office of the Registrar steadily enhances service provisions accordingly.
3. Provide regular reports to the University Registrar and other leadership regarding class rosters, grade rosters, grade reports, transcripts. Reports are to include statistics and data analysis and information service provision.
4. Serve on campus and district committees and/or on committees of professional and regulatory organizations.
5. Collaborate closely with other university 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.
6. Develop and administer the departmental staffing and operational budgets, to ensure necessary resources for the effective operation of the Office of the Registrar.
7. Develop and administer risk management procedures for the Office of the Registrar including the Emergency Response plan, Pandemic Plan, and Emergency Closures.
8. Establish and enforce ethical principles of service delivery related to privacy and confidentiality, fairness, fiscal responsibility, appropriate referrals, accountability of all staff, and ethical use of technology within the Office of the Registrar.
9. Assist the University Registrar in the development and management of the Enrolment Services operational plans.
10. Prepare, analyze, and distribute data and reports as necessary to support new initiatives, performance indicators, changes to procedures, regulations, etc. as required.
11. Identify systemic issues for consideration and improvement and opportunities for strategic change.
12. Acts as University Registrar in absence of the Registrar.

***Policy Development & Implementation:***

1. Implement and interpret academic policy as established by Senate and serve on planning and policy-making committees as appropriate.
2. Provide advice and information to the deans, faculty, academic advisors, staff, and students regarding the interpretation and application of regulations and policies related to academics, course registration, course, exam scheduling, and academic space utilization. Assist academic units in ensuring compliance to university policies and procedures pertaining to the observance of the academic calendars, testing, and grading practices, and recording of academic performance.
3. Provide reports, analyses, and recommendations required for policy formulation.
4. Provide advice relating to the development and implementation of new programs and program changes with regard to academic requirements and regulations.

***Undergraduate Records & Registration:***

1. Ensure maintenance of accurate student records on which the conferral of degrees and the university’s grant claim are based. Responsible for the accuracy and integrity of degree granting. Supervise the coordination, evaluation, and certification of all graduation applications.
2. Oversee the coordination, evaluation, and certification of all applications to graduate and degrees awarded.
3. Oversee the development, updating, and publication of the undergraduate academic calendar in accordance with Senate-approved regulations and requirements.
4. Supervise daily operations that assure accurate and efficient records management, registration in courses, collection and recording of grades, issuance of transcripts, scheduling of courses and final examinations and assignment of classroom space.
5. Certify student enrolment to/for a variety of requestors in full compliance with external and internal regulations. Oversee athletic compliance activities (academic).
6. Responsible for ensuring there is an effective registration process for enrolling students in classes each term and that the process is as user-friendly for students, staff, and faculty as possible.
7. Responsible for developing the annual schedule of academic dates in compliance with university policy.
8. Establish workflows that identify all processes for student registration and records access, and verification from point of admission to graduation.
9. Establish and implement processes for active dissemination of all policies, procedures, and forms including, but not limited to, letters of permission, grade appeals, late withdrawals, deadlines for registration, registration criteria/rules, university graduation, handling of fraudulent records, name changes, gender changes, residency status determination, requests for information and security procedures.
10. 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.

***Timetabling, Classroom & Examinations Management:***

1. Effectively manage academic space while overseeing the production of optimized conflict-free academic schedules for undergraduate, graduate, Bachelor of Education, and ESL students.
2. Ensure academic requirements, pedagogical needs, faculty commitments, institutional operational needs and stakeholder requirements are navigated and met throughout the scheduling process. 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.
3. 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.
4. Supervise, each term, the production of high-quality academic timetables ensuring adherence to academic policy and university guidelines. 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.
5. 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. Reschedule weather related exam cancellations, as necessary, in accordance with the Class Cancellation and Closing Policy.
6. 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.
7. Collaborate with other units across the campus to ensure space usage is appropriately monitored, and academic space improvements are identified and implemented as needed.
8. Facilitate the functioning of the Scheduling Committee and actively participate as a member to inform discussions with academic scheduling expertise and best practices.
9. Continually evaluate and document business processes to identify areas requiring improvement. Implement process improvements as required.
10. Convert and migrate data as required between separate technology systems for the purpose of academic scheduling (ie. Infosilem and Colleague).
11. Prepare reports and analyze data relating to the utilization of academic space to support data-driven decision making. Analyze the utilization of academic space and make recommendations to the Space Allocation Committee.

***Systems Administration:***

1. 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 workflow, automate processing, expand systems to serve new purposes, or as a result of legislated or mandated changes.
2. Manage the various automated scheduling systems for Peterborough and Durham campuses, 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.
3. Serve as the primary interface between Enrolment Services and Information Technology, and work closely with Information Technology on various student system-related projects.
4. Ensure all staff in Enrolment Services have access to the appropriate hardware and software to meet the objectives of the unit.
5. Maintain Visual Schedule Builder access and functionality for student timetabling and registration.
6. Troubleshoot and perform complex diagnosis of system issues and resolve or liaise with Information Technology when not within area of responsibility.
7. Ensure 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.
8. Analyze current and future system needs. Evaluate new systems/software and develop appropriate recommendations for the implementation of new technology applications across the unit.
9. 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
10. 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.
11. Work closely with IT and other Enrolment Services managers to ensure the coordination of services to students, and the effective use of resources.
12. Manage S: Drive access for all staff members in Enrolment Services, as well as access for external users.
13. 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.

***Human Resources:***

1. Hire, train and supervise staff in functional areas for scheduling, records, and registration.
2. Provide regular coaching and feedback and conduct annual performance appraisals for permanent staff.
3. Act on behalf of the University Registrar to provide support and leadership to other staff in Enrolment Services as needed.
4. 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.
5. Ensure that all staff are thoroughly familiar with the policies, protocols, and procedures that guide the work of the Enrolment Services unit.
6. 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.
7. Coordinate staff schedules, and assign work as required to ensure that Enrolment Services meets unit goals and maintains appropriate service levels.
8. Determine staffing needs and organization of work. Create and update job descriptions as needed.
9. Oversee the development and maintenance of training resources for Enrolment Services staff.
10. Ensure all staff members are technically proficient in the effective use of existing and new systems.
11. Determine the need for casual or additional assistance, as well as the hiring, training, and primary supervision of student assistants and casual help.

***Committees:***

1. Represent University Registrar on academic committees as required (could include Committee for Undergraduate Petitions, Undergraduate Academic Policy Committee, Undergraduate Studies Committee, Scheduling Committee (Acting Chair), Space Allocation Committee, etc).

#### Education Required:

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

#### Experience/Qualifications Required:

* A minimum of 8 to 10 years’ experience in a registrarial setting with progressive responsibilities & progressive supervisory experience.
* Experience with records, registration and timetabling software required at a level to be able to access data, develop reports, assist in staff training, and identify best procedures and practices.
* Advanced technical knowledge of student information systems (preferably Colleague) and scheduling software (preferably Infosilem).
* Proven track record of effective team and change management to affect improvement.
* Demonstrated understanding of strategic enrolment management concepts and academic policies and processes.
* Experience in service evaluation & delivery of front-line services
* Proven ability to exercise tact, diplomacy, and conflict resolution skills.
* Experience managing multiple projects within a rapidly changing environment.
* Possess excellent leadership skills and have a proven record of being able to work collaboratively within a demanding, service-oriented environment.
* Excellent interpersonal, collaborative and communication skills (both verbal and written) are essential.

**Job Evaluation Factors  
  
Responsibility for the Work of Others**

Direct Responsibility for the Work of Others:

Full responsibility for direct supervision of staff in a department where the work supervised is diverse and complex but is typically limited to one major functional or program area of the entire organization. The nature of supervision includes the full scope of supervisory actions at the decision-making level. This responsibility normally occupies over 75% of the work time.

* Direct supervision of 6 full-time OPSEU staff members, and a variety of contract workers and student employees.
  + 2 Scheduling Administrators (Band 8)
  + 1 Records & Registration Coordinator (Band 10)
  + 3 Records & Registration Administrators (Band 8)
  + Project Coordinator (Band 9 contract)
  + Project Associate (Band 5 Contract)

Indirect Responsibility for the Work of Others:

In-direct responsibility for all staff within the Office of the Registrar including:

Affordability Coordinators

Affordability Administrators

Enrolment Services Associates

**Communication**

Internal Contacts:

* Position requires contact with Provost, Vice President(s), Associate Vice President(s), Directors, Registrar, Associate Registrar(s), Dean, Associate Dean(s), Chairs, Professors, Instructors, Managers, Academic Advisors, Departmental Contacts, Enrolment Services team, Students, Committees (Senate, CUP, UAPC, USC).

External Contacts:

* Position requires contact with External Auditors, MTCU, Ontario College of Teachers, Ontario Universities Registrar’s Association, Association of Registrars of the Universities and Colleges of Canada, Public Inquiries, Vendors, other post-secondary institutions

**Motor/ Sensory Skills**

There is a requirement for basic level of precision in motor or sensory skills with a high tolerance level. Activities may require use of coordination, dexterity, and sensory skills that are common to most jobs, such as dexterity required in keyboarding with no requirement for speed or accuracy, basic manipulation of instruments or equipment, and basic sensory distinctions.

**Effort**

Mental:

Work requires a high degree of mental effort. Mental demands may take the form of long periods of sustained concentration (involving the senses or the intellect), with frequent interruptions and distractions over which the job has little control. Effort required would cause moderate fatigue. 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. Deals 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. Work may require physical demands such as moderate amounts of lifting/moving, stretching/reaching, bending/kneeling, standing or walking, or visual demand.

**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 very complex analysis and highly developed reasoning skills to solve a broad range of problems within a framework of broad policy and mandates. Considerable judgment required to plan and organize strategic, creative, policy and program, forming solutions which may affect the entire organization.

Example(s):

Examination of Academic Assessment procedures and policies resulted in identification of incongruities in policy affecting suspension rates; redraft of policy & approval through UAPC and Senate; implementation at RO.

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**

Decisions are diverse and somewhat complex: the employee receives occasional supervision on duties which are mostly covered by defined policy. Decisions require planning and developing procedures within defined policy, or in accordance with generally accepted standards and practices for the occupation or profession

Example(s):

Decisions involve interpretation of academic regulations and policies; best and optimal practice for exam scheduling & timetabling; FIPPA regulations; budget priorities including temporary staff, transcript production & office renovations; degree audits; retention of records.

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 organization is significant and long term; errors may cause serious delays in program or service delivery, such as those owing to a lack of coordination, or failure to provide necessary resources. Poor decisions may have negative effects on relations with the faculty and staff groups, the student body, external stakeholders, or the broader community. It is likely that errors will have a substantial negative impact on the University’s public reputation

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(s):

If the university does not operate with efficient registration and timetabling, students are unable to register in classes affecting enrolment & university budget. Accurate record keeping impacts FIPPA and BIU transfer from Ministry.

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.