#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** University Registrar

**Job Number:** X-060 | VIP: 1742

**Band:** EXEMPT- 11

**Department:** Office of the Registrar

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

**Last Reviewed:**  December 2, 2022

#### **Job Purpose:**

Reporting to the Provost and Vice President, Academic, the University Registrar provides strategic and operational direction to the Office of the Registrar while contributing to the shared mission of supporting and engaging students. The University Registrar is the official custodian of the institution’s academic records, the Enrolment Official Signatory for Enrolment Attestations submitted to the Ministry for grant funding, and the authority for granting Trent degrees. The University Registrar is accountable for ensuring that all duties in the Office of the Registrar are carried out in compliance with university policies and government legislation.

The University Registrar is also responsible for all functional areas of the Office of the Registrar: Academic Scheduling, Records & Registration, Degree Granting, Academic Calendar, Financial Aid & Scholarships, and Client Services. In addition, the University Registrar facilitates and implements institutional academic policy as established by Senate and provides interpretation and enforcement of such policies. They advise and support the Provost and Deans on academic and program regulations and set policies and procedures related to registration, records, university regulations and financial assistance. They actively engage in strategic enrolment management and retention planning for the University.

#### Key Activities:

***Leadership & Strategic Development:***

1. Establishes the strategic direction and objectives of all operational areas of the Office of the Registrar to support the university’s strategic and academic plans.
2. Plays a key role in supporting the University’s efforts to enhance equity, diversity, inclusivity, and Indigeneity. Ensures that the Office of the Registrar is continually striving to understand and address systemic barriers.
3. Identifies systemic issues for consideration and improvement and opportunities for strategic change.
4. Plans, directs, oversees, and continuously strives to improve all aspects of registrarial services; develops and implements registrarial programs, policies, systems, and procedures to ensure compliance with university policies and priorities and legislative requirements. Ensures that the Office of the Registrar is at the forefront of information technology in order to provide outstanding service to students, faculty, staff and alumni. Monitors developments in technology and provides strategic direction of technological systems to support registrarial functions.
5. Contributes to the University’s strategic enrolment management efforts by actively participating in the Strategic Enrolment Management Committee and the Retention Committee. Accountable for ensuring that the operations of the Office of the Registrar steadily improve and adapt to support enrolment and retention objectives.
6. Monitors 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 the registrarial function specifically. Ensures that the Office of the Registrar steadily enhances service provisions accordingly.
7. Serves on campus and district committees and/or on committees of professional and regulatory organizations and interacts with officials at the regional, provincial, and national levels.
8. Collaborates closely with other senior managers to identify opportunities for improved service provision. Provides 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.
9. Develops and administers the staffing and operational departmental budgets to ensure the necessary resources for the effective operations of all Office of the Registrar functions.
10. Develops and administers all risk management procedures for the Office of the Registrar including the Emergency Response plan, Pandemic Plan, and Emergency Closures.
11. 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 within the Office of the Registrar.

***Policy Development & Implementation:***

1. Implements and interprets academic policy as established by Senate and serves on Senate planning and policy-making committees as appropriate.
2. 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. Assists academic units in ensuring compliance with university policies and procedures pertaining to the observance of the academic calendars, testing and grading practices, and the recording of academic performance.
3. Provides reports, analyses and recommendations required for policy formulation.
4. Recommends to Senate changes to academic and university degree regulations.
5. Advises and supports the Provost, Deans, and Chairs on the development and implementation of new programs and program changes with regard to academic requirements and regulations.
6. Identifies and addresses systemic barriers related to equity, diversity, inclusivity, and Indigeneity resulting from academic, university and program regulations.

***Government Regulations & Protection of Student Records:***

1. 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.
2. Serves as the Enrolment Official Signatory for Enrolment Attestations submitted to the Ministry for grant funding.
3. Establishes and oversees policies and procedures related to access, privacy, and security of student information, with a particular regard to meeting extracurricular legal requirements.
4. Ensures compliance with academic, regulatory and accreditation policies and requirements.
5. Ensures the timely submission and accuracy of reports to various ministries. Represent the Office of the Registrar in all enrolment, financial aid, scholarship and bursary audit processes.

***Undergraduate Records & Registration:***

1. Responsible for ensuring the effective implementation of policies, systems and procedures which support the creation, maintenance, preservation, and reporting of accurate student records upon which the conferral of degrees and the university’s grant claim are based. Responsible for the accuracy and integrity of degree granting.
2. Ensures that accurate information regarding all academic regulations and program information is available to university constituents through the Academic Calendar and website.
3. Ensures that the schedule of academic dates is developed annually in compliance with university policy and is available to all university constituents in a timely manner.
4. Oversees the effective resolution of student disputes and appeals as they relate to the application of university academic regulations. Functions as the Chair of the Committee on Undergraduate Petitions and responds to Special Appeals as necessary.
5. Certifies student enrolment to/for a variety of requestors in full compliance with external and internal regulations. Oversees athletic compliance activities (academic).

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

1. Ensures effective management of academic space in a manner which supports the interdisciplinary nature of the curriculum.
2. Ensures the effective creation of academic timetables and exam schedules.
3. Establishes policies and procedures that define the priorities for the use of academic space. Ensures policies and procedures are in place that accommodate accessibility needs for faculty and students when scheduling academic sessions and examinations.
4. Analyzes the utilization of academic space and makes recommendations to senior administration and the Space Allocation Committee.

***Student Financial Aid & Scholarship Administration:***

1. Oversees the management of all financial assistance and academic scholarship programs administered on behalf of the university at the undergraduate level.
2. 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.
3. Ensures Student Access Guarantee obligations are met, and Tuition Set-aside funds are disbursed in accordance with Ministry guidelines. Ensures that Careerspace administers the Trent Work Study Program (TWSP) in accordance with ministry and university policy.
4. Ensures that current and prospective students have access to financial aid counselling and financial literacy programming.
5. Collaborates with the Development Office in targeting specific student needs for fundraising priorities or changes to endowed accounts.
6. 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.

***Human Resources:***

1. Provides leadership to the senior staff in the Office of the Registrar.
2. Hires, trains, and supervises senior staff in functional areas for records and registration management, timetabling and financial assistance.
3. Develops and implements staff development plans and conducts yearly performance appraisals for senior level staff.
4. Ensures 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:***

1. Senate, Senate Executive, Faculty Board, Committee on Undergraduate Petitions (Chair), Academic Planning and Budget Committee, Undergraduate Academic Policy Committee, Undergraduate Studies Committee, Awards Subcommittee, Strategic Enrolment Management Committee, Retention Committee, Scheduling Committee (Chair), Space Allocation Committee, IT Steering Group.

#### Education Required:

* Master’s Degree required.
* Preference for Graduate Degree in Higher Education Administration, Business Administration, or related field.

#### Experience/Qualifications Required:

* A minimum of 12 years in a university or college environment demonstrating increasing responsibility for administration and staff supervision.
* A minimum of 5 years in a Registrar’s Office with responsibility for records, registration, financial aid.
* Demonstrated leader in strategic planning and management.
* Knowledge of federal and provincial legislation and regulations related to records management.
* Knowledge of modern electronic student record storage and delivery systems.
* 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.