

Posting #21-009EM

Associate Registrar, Graduate Registrar's Office Regular, Full-Time

Purpose

Reporting to the Registrar, the Associate Registrar, Graduate, provides strategic operational leadership, to oversee graduate administrative policies and procedures.

The Associate Registrar, Graduate, counsels and advises students, faculty, and staff on academic matters and interprets and enforces policies and regulations of the University Senate Board of Governors, and the University Act.

The position is centrally responsible for quality assurance and academic integrity of policy and process across multiple administrative units. This position requires the incumbent to work closely with senior leaders and administrators, as well as external government and professional organizations in furtherance of institutional goals.

The incumbent works closely with the other Associate Registrars on the development, management, delivery, maintenance and benchmarking of services, systems and related policies for the unit, in addition to staff hiring, development and evaluation.

Responsibilities

Student Policy and Procedure Administration:

- The Associate Registrar, Graduate is responsible for the overall success of graduate student administration, and collaborates closely with other departments, programs and Faculties, while striving towards continuous improvement.
- The Associate Registrar, Graduate is required to make independent decisions in overseeing student administration and exercises appropriate judgement and discretion.
- Ensure the maintenance, consistent application, and integrity of UNBC policy and procedures. Managing the integrity, quality and security of student information and processes through regular assessment and review.
- This role requires a thorough understanding of privacy and confidentiality, as well as an ability to facilitate resolution of sensitive and complex student issues while being aware of potential impact to the academic and personal welfare of students and the institution.
- The Associate Registrar is expected to cultivate relationships and work closely with colleagues at other universities to identify potential areas of innovation and change and to provide leadership in the development of new initiatives that improve the student and institutional experience.

People and Change Leadership:

- Ensures there is an appropriate staffing level by managing schedules, overtime, and vacations;
- Sets priorities, provides direction, and career coaching to reporting staff;

- Manages individual work plans and provides staff performance evaluations;
- Ensures staff receive appropriate orientation and training to competently fulfill their respective duties;
- Ensures mentorship, succession and growth of departmental staff.
- Supports, models and promotes diversity and respect within the University and community;

Strategic and Operational Planning:

- Ensures centralized quality control in the administration of graduate programs at a University, Faculty and program level.
- Leads the administration of University policies and procedures across multiple constituencies.
- Ensures the delivery of graduate administration and services contribute broadly to strategic institutional goals.
- Identifies opportunities for innovation and leads creative initiatives in support of UNBC's Strategic Roadmap.
- Ensures operational goals are met through the development of policy and procedures that are relevant, efficient and flexible.

Financial and Resource Management

- Assists the Registrar in ensuring the development and sustainability of the Office of the Registrar's annual budget;
- Ensures compliance with the fee payment, refund, and credit policies by approving or rejecting student appeals for refunds and credits due to drops and withdrawals, and assuring decisions are communicated to Financial Services, the student, and any other appropriate parties.
- Ensures metrics for the portfolio are in place and determines an accountability measure to monitor performance and achievement of university goals

Risk Management

- Ensures compliance with institutional policy and priorities and academic integrity in student administration across all Faculties and at the program level through policy development, reporting and analysis.
- Ensures that business process changes are aligned with the SIS automated functionality and other business systems in use.
- Ensures that institutional risks are identified and addressed through appropriate mitigation plans.
- Ensures confidentiality in all interactions in line with University policies and procedures and in compliance with relevant legislation.
- Ensures the integrity of student appeals processes.

Communication:

- Ensures effective, transparent, and clear communication between the Office of the Registrar and the University community
- Provides accurate key messaging to support and maintain enrolments;
- Ensures UNBC is represented on external bodies and initiatives;
- Ensures positive relationships internally and externally

Qualifications and Experience

Required qualifications and experience include:

- An undergraduate degree in a relevant discipline, with preference given to a Master's degree;
- 5+ years' demonstrated experience working with a SIS (e.g., Banner) within an Office of the Registrar in a post-secondary institution;
- In-depth knowledge of the graduate student life cycle and related completion and continuance processes within a post-secondary institution;
- 2+ years' experience supervising, coaching, leading and mentoring staff in a unionized environment;

Candidates will ideally also have the following specific experience:

- Extensive knowledge of graduate education systems, requirements and best practices
- Experience supervising, coaching, developing and mentoring staff in a unionized environment
- Excellent interpersonal and communication skills with a proven ability to mediate conflict and facilitate effective dialogue with diverse range of stakeholders.
- Demonstrated aptitude for strategic planning, development and leading change initiatives
- Business process analysis and policy development experience
- Strong critical thinking skills and ability with complex and nuanced decision-making straddling multiple constituent groups. Performing data security and integrity audits for Student Information Systems;
- Translating and integrating regulations and policies into operations;
- Leading in an environment with multiple stakeholders and competing demands.

An equivalent combination of education and experience will be considered.

Salary

Salary will be commensurate with education and experience.

UNBC offers employee tuition waivers (includes spouse and dependents), excellent benefit and pension packages, employee training and development opportunities, as well as relocation assistance. For more details please see:

- <http://www.unbc.ca/human-resources/employee-benefits>
- <http://www.unbc.ca/human-resources/unbc-pension-plan>

Hours of work will be between 8:30 am and 4:30 pm Monday through Friday.

About the Community

Since its founding in 1990, the University of Northern British Columbia (UNBC) has emerged as one of Canada's best small research-intensive universities, with a passion for teaching, discovery, people, and the North. Located in the spectacular landscape near the geographic centre of beautiful British Columbia, UNBC's excellence is derived from community-inspired research, hands-on learning, and alumni who are leading change around the world.

For the past 10 years, UNBC has placed in the top three in its category in the annual Maclean's university rankings, the only University of its size to achieve that feat. UNBC also recently placed among the top four per cent of higher education institutions worldwide by the Times Higher Education World University Rankings.

With a diverse student population, the University is friendly, inclusive, and supportive. Prince George is a city of ~74,000 people with impressive cultural, educational, and recreational amenities. For more information about living and working in Prince George, please refer to <http://www.unbc.ca/experience> and <https://moveupprincegeorge.ca>. Make your mark with this leading post-secondary institution.

To Apply

Please forward your resume and proof of education quoting competition **#21-009EM** to:
Human Resources, University of Northern British Columbia,
3333 University Way, Prince George, BC, V2N 4Z9

Email submissions: HRecruit@unbc.ca
Inquiries: (250) 960-5521

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. The University of Northern British Columbia is committed to employment equity and encourages applications from women, aboriginal peoples, persons with disabilities and members of visible minorities.

We thank all applicants for their interest in UNBC however, only those applicants selected for further consideration will be contacted.

Preference will be given to applications received by 4:30PM on Friday, March 5, 2021. Applications will be accepted until the position is filled.