

Employment Opportunity



Job ID: #SCHII-24-19
Job Title: Associate Registrar, Student Awards & Financial Aid
Department: Student Awards & Financial Aid
Campus: Thunder Bay, ON
Status: Full Time
Job Category: Schedule II

Date Posted: March 18, 2024
Closing Date: April 1, 2024

Why Lakehead University?

Thunder Bay is one of Canada's top emerging cities. Here you will find a mix of modern city living and the best of nature – all on your doorstep. Thunder Bay provides small city affordability, big city opportunities and the bonus of a superior lifestyle. When it comes to location, nature and cost of living, Thunder Bay is one of the best places to live in Canada. For more on the vibrant city of Thunder Bay, visit thunderbay.ca.

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, for the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

About this Job

The Associate Registrar, Student Awards & Financial Aid is responsible for the leadership of the student awards and financial aid department of the University and serves as a financial aid/government loan subject matter expert. The incumbent leads and supports a team responsible for the development, delivery and evaluation of a range of financial assistance programs and services including the undergraduate scholarship, bursary and awards program, student work study program, financial literacy programming, the Ontario Student Assistance Program (OSAP) and other government student aid programs.

The Associate Registrar, Student Awards & Financial Aid acts as Lakehead's principal contact for provincial and federal student loan authorities and serves as the signing officer on student loans, and providing access to provincial and federal loan portals.

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Working closely with the team, along with other key campus partners, the Associate Registrar will collaborate and respond to the unique and evolving needs of a diverse student population in support of reducing financial barriers for students and equipping students with building financial literacy skills and their understanding of financial options available to them.

Job Duties

- Leads the Student Awards & Financial Aid department and is accountable for the administration and delivery of programs designed to provide financial supports, recognize academic achievements, and reduce financial barriers to students, including government sponsored programs and a scholarship and awards program.
- Oversees the undergraduate scholarships, bursaries and awards program, including annual allocation and disbursements of awards.
- Oversees the development and delivery of financial literacy, money management and financial outreach programming to both future students and current students.
- Sets goals, objectives, and key performance indicators for the team and annually develops a plan that aligns with the institution's goals and objectives.
- Researches, monitors and tracks the effectiveness of programs and initiatives.
- Conducts policy and procedure reviews; establishes business processes for the department.
- Provides expert advice as the subject matter expert to various campus partners.
- Manages complex student cases escalated for resolution and intervention.
- Oversees, develops and delivers training and ongoing support to team members. Ensures a commitment to continual learning and development for the team.
- Collaborates with External Relations on donor funded awards and acts as a subject matter expert in the design of new awards.
- Collaborates with colleagues in support of the university's enrolment goals and the intersection and role that scholarships and awards, along with financial aid play.
- Ensures processes, policies, and practices are administered consistently with federal, provincial, and out-of-country government rules and regulations
- Implements Ministry policies regarding the administration of the Ontario Student Assistance Program (OSAP).
- Liaises with student loan providers, federal, provincial and municipal agencies, and members of professional associations
- Oversees a communication and information management strategy for internal staff, students, faculty and staff.
- Stays abreast of current research, practices and emerging trends related to post-secondary financial aid programs and the needs of students.

Qualifications

- A Bachelor's degree in a related field, with a minimum of 5-7 years' experience in a post-secondary student services environment, preferably in Student Awards & Financial Aid, coupled with 3-5 years of management experience leading a team.
- Knowledge of the Ontario Student Assistance Program (OSAP) and/or other government aid or agency funding programs. Experience in financial assistance, financial literacy programming and budgeting within a post-secondary context or the financial service sector.
- Strategic planning skills and a continuous improvement mindset. Sound understanding of strategic enrolment management concepts (recruitment, student success and retention).
- Strong financial management skills including developing and monitoring budgets, conducting financial analysis and reporting financial matters.
- Excellent management and coaching skills.
- Excellent verbal, written and presentation communication skills.

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- Proven ability to exercise tact, diplomacy, independent judgment and conflict resolution.
- Strong technical and analytical skills.
- Ability to effectively work with individuals from diverse cultural backgrounds, respecting and valuing their perspectives, traditions and needs.
- Experience in the use, management and change of enterprise systems; familiarity with Ellucian Colleague would be considered an asset.

Working Conditions

- Office environment

What do We Offer?

This position offers a competitive remuneration package including salary, comprehensive benefits package, life insurance, pension plan, and tuition waiver.

Lakehead University has a commitment to supporting employees and providing opportunities for flexible and diverse work arrangements. We are proud to share the [Alternate Work Arrangement Guideline](#) as a step to creating innovative schedules that work for our employees to promote a quality work-life balance. Please inquire with the hiring manager if this position is eligible for an Alternate Work Arrangement.

How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover letter and resume in word or PDF format.

If you are experiencing any issues with the Google Form, please email humanres@lakeheadu.ca for assistance.

We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, racialized persons, Indigenous people, persons with disabilities and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.

Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8010 ext. 8334 or human.resources@lakeheadu.ca to make appropriate arrangements.