

Employment Opportunity



Job ID: #SCHII-24-21
Job Title: Associate Registrar
Department: Enrolment Services
Campus: Thunder Bay, ON
Status: Full Time
Job Category: Schedule II

Date Posted: April 10, 2024
Closing Date: April 25, 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

We are seeking an experienced and dynamic individual to fill the role of Associate Registrar. As the Associate Registrar, you will lead and support a dedicated team responsible for the development, delivery, and evaluation of fundamental enrolment related services within Registrarial Services including student records, registration, scheduling, examinations, curriculum and the Academic Calendar, and graduation.

The Associate Registrar ensures the integrity of student records and the student information system, conducts compliance reports for external audits and the official enrolment reporting to the Ministry. As a systems and student record expert, you will play a pivotal role in identifying technological needs of staff, faculty and students, implementing innovative solutions and ensuring academic policies and regulations, processes and procedures are maintained, consistently applied and academic integrity is upheld.

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The Associate Registrar is also responsible for leading the advancement of the student facing shared service delivery model, Student Central. Working with colleagues, the incumbent will establish and maintain a climate that supports student-centred and holistic service with a commitment to continual process and service improvement within a multi-campus environment.

Job Duties

- Oversees the administration of core enrolment related services including student records, registration, scheduling, examinations, curriculum and the Academic Calendar, student progression and graduation.
- Sets goals, objectives, and key performance indicators for the team and annually develops a plan that aligns with the institution's goals and objectives.
- Implements, interprets and applies academic policy; provides advice and information to Deans, Directors/Chairs, Faculty and Academic Advisors, staff, and students.
- Serves on Senate related committees and other committees or working groups.
- Ensures compliance with curricular requirements and academic policy and maintenance of accurate student records on which the conferral of degrees and the university's grant claim are based.
- Designs, develops, implements and maintains systems across the department to: improve production or workflow, automate processing, expand systems to serve new purposes, or as a result of legislated/mandated changes or new/revised academic policies or regulations.
- Serves as the primary interface with Technology Services/Enterprise Resource Planning and other outside vendors, and works closely on various student system-related projects analyzing current and future needs.
- Oversees, develops and delivers training and ongoing support to team members and campus stakeholders. Ensures a commitment to continual learning, development and information sharing.
- Collaborates with non-academic and academic departments to identify opportunities and support enrolment related initiatives.
- Researches, monitors and tracks the effectiveness of policies, programs and initiatives.
- Stays abreast of current research, practices and emerging trends related to post-secondary registrarial services and the needs of students.
- Manages complex student cases escalated for resolution and intervention.

Qualifications

- A Bachelor's degree in a related field.
- A minimum of 6-8 years' experience in a registrarial setting with progressive responsibilities and progressive supervisory experience.
- Knowledge of the Canadian post-secondary systems, including regulations, procedures and policies as related to Ministry reporting.
- Advanced technical knowledge of student information systems (preferably Ellucian Colleague) and reporting software (preferably Informer).
- Sound understanding of strategic enrolment management concepts, the student lifecycle, and academic policies and processes.
- Proficient in policy analysis, development and implementation with a demonstrated ability to interpret complex policies/regulations effectively and design systems to support their implementation.
- Experience in service evaluation and delivery of front-line services.
- Possess excellent leadership skills and a proven ability to collaborate cross-functionally.
- Demonstrated experience leading productive teams, motivating, mentoring and coaching staff.

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- Excellent verbal, written and presentation communication skills.
- Excellent attention to detail with a high degree of accuracy.
- Excellent project management and organizational skills.
- Strong analytical skills, ability to problem solve complex issues and offer solutions.
- High degree of computer literacy, with particular strength in MS Excel.
- Proven ability to exercise tact, diplomacy, independent judgment and conflict resolution.
- Ability to effectively work with individuals from diverse cultural backgrounds, respecting and valuing their perspectives, traditions and needs.

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 careers@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.