



**UNIVERSITY OF
ALBERTA**

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OPPORTUNITY PROFILE

Associate Registrar, Enrolment Management

the right people

UNIVERSITY OF ALBERTA | Associate Registrar, Enrolment Management

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ABOUT THE UNIVERSITY OF ALBERTA

The University of Alberta in Edmonton is one of Canada's top teaching and research universities, with an international reputation for excellence across the humanities, sciences, creative arts, business, engineering, and health sciences.

The University of Alberta has 18 faculties on five campuses - four in Edmonton, one in Camrose. [North Campus](#) has 150 buildings covering 50 city blocks nestled on the edge of the North Saskatchewan River. [Campus Saint-Jean](#) is a French-language campus, a one-of-a-kind gem in the heart of Edmonton's francophone community. [Augustana](#) is a historic campus in a vibrant rural community with an intimate residential learning environment. [South Campus](#) contains extensive land for agricultural research and is home to several recreational facilities. [Enterprise Square](#) forms a hub in Edmonton's downtown for learners at all stages of life and for entrepreneurs creating businesses out of new research.

Motto

Quaecumque vera means "whatsoever things are true." The phrase comes from the Epistle of St. Paul to the Philippians, Chapter 4, Verse 8, in the Latin Vulgate version of the Bible. In the passage, the writer exhorts the readers to focus their thoughts on truth and other virtues.

Mission

Within a vibrant and supportive learning environment, the University of Alberta discovers, disseminates, and applies new knowledge through teaching and learning, research and creative activity, community involvement and partnerships. The U of A gives a national and international voice to innovation in our province, taking a lead role in placing Canada at the global forefront.

Vision

To inspire the human spirit through outstanding achievements in learning, discovery, and citizenship in a creative community, building one of the world's great universities for the public good.

THE OPPORTUNITY

Reporting to the Vice-Provost & University Registrar, the Associate Registrar, Enrolment Management is a key senior leader within the Office of the Registrar and with the university, providing innovative, courageous, and consistent leadership to the core enrolment functions within the Office of the Registrar, including:

- Newly created Enrolment Management Service Partner team, who support end to end undergraduate enrolment planning and management with faculty and college partners.
- Office of the Registrar Admissions unit, which is accountable for undergraduate and professional admissions.
- Enrolment Management and Reporting unit.
- The Undergraduate Student Recruitment Centre of Expertise.

The Associate Registrar, Enrolment Management will generate excitement, engagement, support and momentum for their area's initiatives, inspiring colleagues, leaders, and staff to work collaboratively and in support of institutional and unit specific objectives. As stewards of University resources (physical, human, and financial) they balance scarce resources to deliver on organizational priorities. As a leader, they straddle the worlds of operational and strategic leadership, helping define and translate strategic vision into operational/action plans for their staff. This role is particularly critical as we work to implement new and more robust structures for undergraduate enrolment management as a result of the University's [Service Excellence Transformation](#) initiative, including in the areas of admissions and student recruitment.

In all facets of this role, the Associate Registrar, Enrolment Management endeavours to integrate and advance the University's commitments to equity, diversity, and inclusivity.

Key Roles & Responsibilities

Leader (Operations/Program/Service)

- Works with staff to define operational plans, focusing on undergraduate enrolment management in alignment with the strategic direction of the Office of the Registrar and the broader University. Implements action plans by assigning appropriate resources to achieve concrete results and respond to organizational priorities.
- Establishes clear metrics and performance expectations for the unit. Holds self and area accountable for meeting performance objectives, measuring and recognizing achievements regularly. Supports a high performing work environment by embracing continuous improvement and removing barriers to success.
- Designs and implements solutions to operational challenges. Makes continuous improvements to services, programs, or operations to increase performance and deliver results.
- Applies broad University policies, precedents, and procedures to making decisions within areas of accountability which may require interpretation and the balancing of competing priorities. Escalates decision making when impacts are beyond the area of accountability or when decisions are precedent setting.
- Ensures the scope and cost of initiatives are planned, monitored, and controlled. Identifies, lobbies, and secures resources as required and reallocates resources, as necessary.
- Encourages feedback on all areas of accountability with respect to operations, services, and processes.

Strategic Influencer

- Contributes expertise and insight on enrolment management and registrarial practice to the development of University, portfolio, and area strategies and institutional governance and policies.
- Acts as a key member of the Office of the Registrar Executive Leadership team and provides expert strategic advice and support to the Registrar in the direction of the organization.
- Communicates emerging trends in enrolment management, including but not limited to recruitment, strategic enrolment management, and admissions. Anticipates impacts on future service delivery and addresses workforce planning requirements.
- Provides comprehensive advice, recommendations, and perspectives on current organizational activities and issues related to enrolment management and the related areas of registrarial practice.
- Works collaboratively with colleagues at the institutional, college, faculty and unit levels to identify joint objectives and initiatives.
- Works to support the strategic long-term planning for institutional enrolment management and is a leader in the development of short- and medium-term strategies to drive long term objectives.

Talent Manager

- Identifies, acquires, manages, mentors, and supports collective and individual talent across all units of direct responsibility, totaling approximately 70 staff with six direct reports.
- Models effective leadership practices. Creates a supportive environment where team members have opportunities to demonstrate their work and skills, championing their efforts to the University community.
- Works towards establishing a diverse workforce reflective of the broader community.
- Leads courageously, encouraging authenticity, and embracing diversity of thoughts, opinions, and ideas.
- Displays a desire and willingness to learn from others, including direct reports and peers.

- Develops the talents of staff; builds capacity and capability. Identifies future competencies and expertise required by the area cultivating and acquiring talent accordingly.
- Provides clear performance expectations for staff. Gives honest feedback to staff, recognizes performance, and effectively identifies and coaches performance issues.

Innovator

- Encourages innovation and enables change in the enrolment management sphere across the University and supports this more broadly within the Office of the Registrar.
- Proactively identifies the need for change within the unit. Challenges the status quo. Develops, tests, and delivers new methods or approaches. Researches new methods, trends, and innovative approaches.
- Creates an environment that recognizes, rewards, and celebrates ideas and achievements. Builds trust so the team can openly identify problems and innovative solutions to these problems are nurtured and cultivated.
- Through a solution-focused approach, gathers, interprets, synthesizes, and evaluates information from a wide range of sources and perspectives to find a path that considers context to achieve future goals.
- Champions innovative and novel solutions to support the needs of students, staff, and stakeholders, anticipating and removing barriers to new ideas.
- Creates practical and pragmatic solutions that are reasonable to implement. Engages others, including functional experts, in collaborative problem solving when necessary in support of both strategic and operational goals associated with enrolment management registrarial practice.

Communicator

- Ensures the continuous flow of information within the unit and throughout the organization.
- Supports open, meaningful, positive, and useful internal and external communication. Uses a variety of communication mediums to get key messages across.
- Effectively and tactfully discusses complex and technical concepts with stakeholders, who may have varying levels of technical understanding, to gain support from others who may hold competing or opposing views.
- Demonstrates an empathetic, persuasive, engaging, clear and credible communication style.
- Communicates strategically to ensure stakeholders are informed in a timely, consistent, and accurate manner.
- Anticipates communication challenges and works to proactively address through the audience-specific media.
- Actively listens to understand the issues and perspectives of others and provides an opportunity to respond.

Relationship Manager

- Identifies key influencers and builds strong, collaborative relationships internally across colleges, faculties, units, and within the Office of the Provost and University Governance. Uses networks to shape objectives and build support for ideas, initiatives, and directions. Addresses issues or conflicts immediately and supports beneficial resolution.
- Cultivates positive relationships with external stakeholders such as schools, government, and alumni.
- Identifies opportunities and develops strategies for collaboration. This includes providing leadership for key committees and working groups associated with the enrolment management area and work of the Office of the Registrar.
- Creates support through influence and negotiation in areas where they have no formal authority.

- Develops communities of practice internally and externally to the University.
- Acts as an ambassador for the University of Alberta with external stakeholders.
- Acts on behalf of the Registrar when required.

Opportunities & Challenges

The University of Alberta has embarked on a new period of significant and bold transformation. The ideal candidate will be energized by the challenge of becoming a significant member of the University community who will play a critical role in [U of A for Tomorrow](#) transformation journey.

- The successful candidate will have the opportunity to build a high performing team.
- Identify key deliverables for the unit and build a path for success in a time of rapid transformation.
- Building strategic and solid relationships across the institution to gain support for the unit's goals and objectives.
- This is a career defining opportunity in building a leading-edge enrolment management function.

THE PERSON

Qualifications & Experience

- A bachelor's degree combined with progressively senior leadership and/or operations management experience, preferably in post-secondary education, ideally in an enrolment management related area. A master's degree would be considered an asset.
- Experience overseeing one or more enrolment management related areas is preferred (e.g., recruitment, admissions, enrolment management, student financial support, etc.).
- Experience with student information systems, admission systems or similar enterprise systems.
- Experience developing organizational or operational performance metrics is an asset. Ability to leverage data to optimize organizational performance.
- Demonstrated ability to lead teams and to inspire optimal team performance.
- Experience delivering on complex projects in a multi-stakeholder, collegially governed environment.
- Experience leading significant organizational change.
- Superb oral and written communication skills, including the ability to tactfully deliver advice, feedback, and unwelcome news.
- Excellent stakeholder relations skills and the ability to move diverse groups toward consensus.

Knowledge, Skills & Attributes

Visionary Leadership Skills — An innovative strategic thinker who sees the big picture and is committed to achieving results with a positive, professional, and solution-oriented attitude. Can effectively communicate the vision, mission, and expectations to all levels within the organization as well as internal and external stakeholders. Able to identify and anticipate the future trends in the postsecondary sector, as they relate to the University. Maintains a steadfast culture. A mentor and positive role model who can communicate potential opportunities to departments while empowering staff and incorporating the views of others. Uses a practical and common-sense approach.

Stakeholder Relations – Effectively builds relationships with a wide variety of stakeholders both internal and external to the institution. Flexible, adaptable and collaborative while demonstrating a positive attitude. Diplomatic with well-developed negotiation skills. Strong stakeholder management skills to build and maintain relationships in the community.

Organizational Skills —Excellent organization skills to work on numerous projects and coordinate multiple activities. Meets deadlines and is able to prioritize a diverse workload. Has well-developed project management skills. Has the ability to plan, manage, facilitate and participate in a number of projects at once. Is proactive and responsive; approaches responsibilities with a high degree of energy and passion. Sets priorities, goals and strategies in order to create, implement and evaluate action plans to move the organization forward. Demonstrated ability to manage multiple and conflicting priorities, meeting deadlines in a fast-paced environment.

Team Player – Uses well developed interpersonal skills, diplomacy, conflict resolution and problem solving appropriately. Promotes and enables cooperation across the organization; positively affects morale; facilitates/builds understanding, acceptance and support for organizational operations and initiatives; delegates efficiently; understands and appreciates the effectiveness of working synergistically with others at all levels within the organization and creates a “team” culture; promotes cohesion and teamwork in seeking solutions and moving forward; has a willingness to listen and learn from others.

Change Management — Experience in effectively managing organizational change. Experienced in evaluating organizational structure and effectively implementing required changes to elevate the skill level and improve the efficiency of an organization. Is prepared to take on longer-term initiatives and does so with enthusiasm. Is nimble; has a strong ability to adapt to new and changing situations and prioritizes accordingly. Able to alter course/direction when necessary. Enjoys and embraces new challenges.

Diversity and inclusiveness — A leader who empowers staff by respecting and appreciating what makes them different, in terms of age, gender, ethnicity, religion, disability, sexual orientation, education, and national origin.

Financial Management — Has a proven ability to manage in all fiscal environments and leads with a strong sense of service and is efficient in budgeting, financing and information reporting.

Courage — Steps up to address difficult issues, saying what needs to be said; champions an idea or position despite dissent or political risk; faces difficult issues and supports others to do the same; translates position into actionable feedback.

Communication — Possesses excellent verbal and written communication skills, as well as active listening skills. Has a professional approach and demeanour. Demonstrates the ability to deal effectively with conflict in a diplomatic and professional manner. A strategic communicator who can modify approach depending on the audience.

Interpersonal Savvy — Relates openly and comfortably with diverse groups of people. Treats staff, faculty, colleagues, students, and others with respect; resolves conflicts respectfully and in a timely manner, negotiates effectively, and provides effective feedback to colleagues/employees.

Demonstrates Character — Displays a quality guided by noble principles with the conviction and courage to do the right thing always; demonstrates integrity, ethics, responsibility, character, and virtue; has a developed personal and progressive value system based on a high sense of integrity and desire to treat others as he or she would expect to be treated.

Pragmatic Decision Maker — Believes in involving people in processes to establish priorities and shows sensitivity to changing approaches. Shows strong common sense and intuitive judgment abilities.

COMPENSATION

A competitive compensation package will be provided including an attractive base salary and excellent benefits. Further details will be discussed in a personal interview.

To assist the University in complying with mandatory reporting requirements of the Immigration and Refugee Protection Act (R203(3)(e), please include the first digit of your Canadian Social Insurance Number in your application (within your cover letter). If you do not have a Canadian Social Insurance Number, please indicate this in your application (within the cover letter).

The University of Alberta is committed to an equitable, diverse, and inclusive workforce. We welcome applications from all qualified persons. We encourage women; First Nations, Métis and Inuit persons; members of visible minority groups; persons with disabilities; persons of any sexual orientation or gender identity and expression; and all those who may contribute to the further diversification of ideas and the University to apply.

FOR INFORMATION, PLEASE CONTACT

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