



THE UNIVERSITY OF BRITISH COLUMBIA

POSITION DESCRIPTION

Job Posting: Associate Registrar & Director, Student Support & Advising

Enrolment Services Vision: *A UBC community where everyone is welcomed, every student is empowered, every faculty and staff partner is supported and every team member is valued.*

Enrolment Services Mission: *We provide exceptional enrolment and registrarial services in a collaborative, innovative and inclusive environment.*

The Associate Registrar & Director, Student Support & Advising is a senior leadership position in Enrolment Services (ES) responsible for the strategic planning and direction of the Student Support & Advising unit. The Student Support & Advising unit provides a robust collection of supports and services to help all UBC students (Vancouver campus) navigate the institution, plan financially for their education, and understand UBC regulations and processes. In alignment with UBC's goal to provide an outstanding learning environment, the Associate Registrar & Director, Student Support & Advising provides strategic leadership and expertise to continually develop and foster a student-centric service delivery model offering personalized advising service across all areas of ES to prospective and current students.

This position provides professional leadership, knowledge, creativity, and strategic advice to enable the Associate Directors and their teams of Enrolment Service Advisors to advise and provide registrarial support and services in a manner which enhances the student experience. The Director plays an integral role in leading the design, delivery, and evaluation of ES student service programs and makes strategic decisions and/or recommendations on the establishment of service standards. The Director will pro-actively engage and formulate strategic and collaborative partnerships with ES management and key stakeholders (internal and external) in support of exceptional service to students.

The Director actively leads to instill the organization's desired cultural outcomes, including (but not limited to) facilitating excellence in the student experience, exceptional people practices, innovation and collaboration, staff development and career progression, working across organizational boundaries, and open sharing of expertise and knowledge.

QUALIFICATIONS

Master's degree in a relevant discipline University degree (Master's preferred) in a relevant discipline. Minimum of ten years of related experience with experience in area of specialisation or the equivalent combination of education and experience. Minimum of ten years of experience in University administration preferably in student services; or an equivalent combination of education and experience in a senior management position. Proven leadership experience and skills required, preferably in a service centered environment. Demonstrated leadership experience in student

services, academic advising or academic program administration. Significant experience and skills in strategic thinking, planning and implementation. Demonstrated ability to develop and cultivate strategic partnerships, including the ability to facilitate dialogue on complex or sensitive matters among diverse constituents. Ability to develop creative solutions to complex issues. Excellent judgment, problem solving and decision-making skills. Ability to understand and develop a working knowledge of applicable IT systems, including (HRMS, SIS, OAMS, Early Alert etc.). Ability to engage, inspire, influence, and motivate all levels of personnel. Excellent communication, interpersonal, presentation and facilitation skills required. Ability to work collaboratively in a team environment. Must be diplomatic and able to exercise confidentiality, tact and discretion.

Enrolment Services Values:

- **Integrity:** Holding self and others accountable to demonstrate congruency between University values and personal values, words and actions.
- **Respect:** The empathetic consideration of others and valuing the dignity of individuals and the uniqueness of their situations.
- **Excellence:** Bringing our best to improve and to surpass expectations.
- **Collaboration:** Creating mutual understanding to achieve more as a collective than we could on our own.

MORE INFORMATION

A full detailed job description including information on compensation can be found on the UBC Careers website. Please note that only short-listed candidates will be contacted.

HOW TO APPLY

If you meet the requirements of this position and are interested in the role, please apply **by July 31, 2019** via the UBC Careers page on-line: <http://www.staffcareers.ubc.ca/34597>