**Job Title: Deputy Registrar – Enrolment Services**

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| **Faculty/Department:** Office of the Registrar (OTR) | **Employee Group:** Administrative |
| **Campus:** Trafalgar(May be assigned activity at any Sheridan campus) | **Payband: NO** |
| **Reference #:** 19/A/83 | **Hiring Range:** $146,057-$153,744 |
| **Application Deadline:** September 3, 2019 | **Salary Range** |

Reporting to the Registrar, the Deputy Registrar is a key partner, advisor and bridge between Sheridan administrative and academic units. The Deputy Registrar provides strategic and overarching operational guidance and expertise for the portfolio which includes: academic registration, scheduling, student records, financial aid and awards, and assessment areas within the Office of the Registrar (OTR). The Deputy Registrar is accountable for strategy, systems and resources in the portfolio areas. This includes planning, designing and implementing program and technology innovations, and optimizing service delivery, processes and resources.

The Deputy Registrar identifies operational synergies and guides operations within the various Registrarial areas, resolving complex issues and escalations. The incumbent leads major planning and delivery of projects/ initiatives that span all functional operations of the OTR under its direction and collaborates with leaders across the Academic and SEEM (Student Experience and Enrolment Management) divisions on strategic initiatives to meet enrolment objectives and meet the needs of students.

In addition, the Deputy Registrar leads OTR policy governance and interprets Ministry requirements related to the portfolio, operationalizing these requirements, and overseeing compliance.

In the absence of the Registrar, the Deputy Registrar may assume the role of Acting Registrar and may exercise decision-making authority as delegated by the Registrar.

**Specific Responsibilities:**

* Collaborates with the Registrar and OTR leadership in the development of Sheridan’s strategic enrolment planning and management activities; plays a lead role in the development and implementation of the OTR’s strategic plan.
* Leads strategic planning exercises related to its portfolio – i.e. document management, records management, degree audit and special programs, academic scheduling, accommodated tests and exams, convocation, and financial aid and awards.
* In collaboration with the Associate Registrar (Systems, Projects and Operations) leads the development of technological implementations and multi-year registrarial services, procedures or system needs
* Engages in high-level oversight, analysis and decision making of OTR initiatives and services.
* Builds strong relationships and collaborates with the Sheridan community across all 3 campuses to guide/lead strategic OTR change initiatives; Works proactively to foster the exchange of ideas and innovative solutions that transform the student experience.
* Provides expertise and guidance regarding emerging trends and initiatives in post-secondary education to meet the evolving needs of students as it relates to Sheridan’s registrarial functions in addition to developing recommendations, policies, guidelines and procedure.
* Collaborates with other institutions on matters of joint interest and concern as it pertains to special programs and institutional partnerships.
* Ensures excellent customer service, continuous improvement, and strategic and tactical planning through streamlined procedures, supportive technological resources, and quality standards.
* Leads a team of OTR leaders who, as strategic business partners, provide consulting, technical advice, and other resources to support leaders in the Academic and SEEM divisions.
* Provides inspirational, results oriented leadership and guidance to team and builds professional capacity and engagement; optimizes team and individual performance through effective talent acquisition, workflow/project planning, employee development, and performance management.
* Monitors, analyzes and optimizes service performance metrics and ensures fiscal and physical resources are used effectively.
* Other related projects and initiatives.

**Qualifications**

* Master’s degree in Education, Business, or related field. Courses in financial planning management, technical systems or human resources management are desired.
* A minimum of 9 years of experience working in a registrarial setting; including 5 years in a leadership role, enhancing service delivery, student experience, and improving processes
* Experience developing/implementing policies, programs and strategies that support an institution’s enrolment management objectives and overarching academic plan
* Advanced understanding of the theory and practice of strategic enrolment management, including planning practices and its relationship to the student experience
* Expert knowledge of academic policies and procedures. Demonstrated awareness of trends within post-secondary education, as well as regulations related to the registrarial portfolio
* Experience with financial aid, particularly scholarship, bursaries and financial aid including issues, emerging trends and policies affecting post-secondary institutions
* Leadership skills with an ability to mobilize action and engage others; ability to work strategically and collaboratively across departments
* Change leadership – inspirational leadership, illustrating the ability to foster collaboration and motivate stakeholders through innovative change (e.g. process review, technology implementation)
* Proven success at building professional credibility and reputation for results at all organizational levels
* Has successfully planned and executed high visibility projects with multiple internal and external constituents
* Understands scheduling and academic space management
* Innovative, forward looking, creative issue resolution
* Superior written and verbal communication skills – including influencing, presentation, facilitation, negotiation and process consultation
* Evidence of sound judgement and initiative

*Sheridan welcomes diversity in the workplace and encourages applications from all qualified individuals, including visible minorities, Indigenous People, and persons with disabilities. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Sheridan is committed to accommodating applicants with disabilities throughout the hiring process.  At any stage of the hiring process, Human Resources will work with applicants requesting accommodation.*

*Note: Copies of educational credentials are requested at the time of an interview. As a condition of employment, Sheridan requires confirmation of educational credentials in the form of an official Canadian transcript or an official evaluation of international credentials which determines Canadian equivalency.*

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