



Associate Registrar & Director, Enrolment Services (Okanagan)

At UBC, we believe that attracting and sustaining a diverse workforce is key to the successful pursuit of excellence in research, innovation, and learning for all faculty, staff and students. Our commitment to employment equity helps achieve inclusion and fairness, brings rich diversity to UBC as a workplace, and creates the necessary conditions for a rewarding career.

Job Summary

The Associate Registrar and Director, Enrolment Services (Okanagan) is a senior leadership position within Enrolment Services (ES), responsible for the strategic leadership, integration, and delivery of registrarial services at the Okanagan campus, including student and academic support, enrolment advising, scheduling, and student financial support services. The role serves as a key advisor to campus leadership on registrarial policy, academic administration, student success, and enrolment-related matters, and works collaboratively with Associate Registrars and Directors across both campuses to advance university-wide priorities, foster alignment of policies and practices, and support an integrated Enrolment Services.

In alignment with the University's and Enrolment Services' strategic goals, the Associate Registrar and Director provides leadership, strategic direction, and oversight to ensure the delivery of integrated, student-centred services that support student success, academic progression, and effective enrolment management. The role is accountable for advancing a coordinated service delivery model across the Okanagan campus and ensuring cohesive service delivery across functional areas, while fostering collaboration and enabling responsiveness to the campus's unique needs.

The Associate Registrar and Director leads a team of managers and professionals responsible for front-line advising and registrarial operations, academic scheduling, and student financial support. The position ensures service excellence through the development of integrated service models, performance frameworks, and continuous improvement strategies, and plays a key leadership role in translating institutional policy and strategy into effective operational practice at the Okanagan campus.

The Associate Registrar and Director proactively develops strategic partnerships with faculties, campus leadership, and student service units to support academic operations and enrolment priorities. The role actively leads to instill UBC and Enrolment Services values, 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. In particular, this role exemplifies and will foster the Enrolment Services Leadership Values of Respect, Integrity, Collaboration and Excellence.



Work Performed

Strategic Leadership and Service Delivery

- Provides leadership and expertise in the development of a comprehensive strategy for integrated enrolment service delivery across student and academic support, scheduling, and student financial support functions.
- Leads the design, implementation, and continuous improvement of a student-centred service delivery model that enhances the student experience and supports enrolment and academic success.
- Establishes service standards, performance metrics, and evaluation frameworks to ensure service excellence and accountability.
- Contributes to institution-wide strategic planning related to student services, enrolment management, and registrarial operations, ensuring consideration of both campus-specific requirements and university-wide objectives.

Institutional Alignment and Cross-Campus Collaboration

- Works collaboratively with Associate Registrars and Directors across both campuses to promote cohesion of registrarial policies, practices, systems and service delivery approaches.
- Identifies opportunities to improve consistency, integration, and operational effectiveness across Enrolment Services while balancing campus-specific needs.
- Represents Okanagan perspectives in university-wide planning and decision-making and supports the effective implementation of institution-wide initiatives at the Okanagan campus.
- Serves as a key connector between Okanagan stakeholders and Enrolment Services leaders responsible for enterprise-wide portfolios.

Integrated Service Delivery and Operational Alignment

- Leads the integration of service delivery across functional areas to ensure a seamless, consistent, and efficient student experience.
- Ensures cohesive and coordinated application of policies, procedures, and service practices across units
- Identifies and addresses gaps, duplication, and inefficiencies, and implements coordinated and sustainable solutions.
- Develops and implements continuous improvement, strategic, and service innovation initiatives.



Student and Academic Support

- Provides strategic oversight of students and academic support services, including registration, records, progression, and advising-related functions.
- Ensures clear and coherent interpretation and application of academic regulations, policies, and procedures, with consideration for campus context.
- Supports the delivery of accessible, inclusive, and responsive services to prospective and current students.

Academic Scheduling and Operational Planning

- Provides strategic leadership and oversight for academic course and examination scheduling activities to support academic delivery and student success.
- Ensures effective use of teaching space and collaborative planning approaches with faculties that reflect both institutional priorities and local needs.
- Supports long-term planning and continuous improvement of scheduling processes and service delivery.

Student Financial Support

- Provides strategic oversight and coordination of student financial support functions at the Okanagan campus, ensuring coordinated and collaborative approaches with system-wide partners rather than prescriptive uniformity.
- Supports the evaluation and continuous improvement of student financial support programs through data, reporting, and analysis.
- Works in collaboration with campus partners to ensure effectiveness of student financial support programming

Partnership and Stakeholder Engagement

- Develops and maintains strong partnerships with faculties, academic leadership, and student service units to support academic operations and enrolment objectives.
- Collaborates with other Associate Registrars and Directors to ensure shared understanding, cohesion of approach, and effective cross-campus collaboration.
- Represents Enrolment Services on institutional committees and initiatives.
- Serves as a trusted advisor to academic and administrative leaders on registrarial policies, procedures, and practices and facilitates connections with enterprise-wide Enrolment Services resources and expertise as appropriate.



People Leadership

- Provides leadership, coaching, and performance management to direct reports and their teams.
- Builds and sustains a high-performing, inclusive, and collaborative work environment.
- Supports staff development, succession planning, and organizational effectiveness.

Enrolment Services Leadership Contribution

- As a member of the Registrar's Executive team, contributes to strategic planning, budgeting, and organizational priorities across Enrolment Services.
- Supports the development and advancement of ES-wide service standards, culture, and performance outcomes.
- Champions an integrated Enrolment Services approach across both campuses by fostering collaboration, shared accountability, and the adoption of common practices where appropriate across both campuses.

Qualifications

- Masters degree in a relevant discipline.
- Minimum of ten years of related experience with experience in area of specialization, or an equivalent combination of education and experience.
- Willingness to respect diverse perspectives, including perspectives in conflict with one's own
- Demonstrates a commitment to enhancing one's own awareness, knowledge, and skills related to equity, diversity, and inclusion
- Minimum of 10 years of experience in University administration preferably in Enrolment Services or Registrar's Office; 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 enrolment management and services.
- 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.
- Demonstrated ability to build, manage and maintain high-quality and productive relationships across cultural difference.
- Demonstrated ability to effectively communicate and interact with empathy, understanding and, respect of diverse and divergent perspectives and behaviours.



- Demonstrated ability to balance campus-specific operational needs with institutional priorities and to build collaborative relationships that support both local objectives and university-wide outcomes.
- Works in a collaborative and inclusive manner, fostering equitable experiences and a respectful environment for all staff.
- Ability to develop creative solutions to complex issues.
- Acknowledges, reflects upon and challenges one's own biases and assumptions.
- Recognizes and addresses personal and institutional assumptions and behaviours that create barriers to inclusion.
- Proven experience with policy development, evaluation and administration.
- Demonstrated excellent judgment, problem solving and decision-making skills.
- Ability to understand and develop a working knowledge of applicable IT systems, including (Workday, OAMS, Early Alert, Scentia, etc.) and their effective use to deliver service and policy.
- Ability to engage, inspire, influence, and motivate all levels of personnel.
- Excellent communication, interpersonal, presentation and facilitation skills required.
- Must be diplomatic and able to exercise confidentiality, tact and discretion.

Compensation Range

\$12,418.42 - \$18,613.67 CAD Monthly- The Compensation Range is the span between the minimum and maximum base salary for a position. The midpoint of the range is approximately halfway between the minimum and the maximum and represents an employee that possesses full job knowledge, qualifications and experience for the position. In the normal course, employees will be hired, transferred or promoted between the minimum and midpoint of the salary range for a job.

How to Apply

If you meet the requirements of this position and are interested in the role, please apply by 11:59 pm on September 9, 2026, via UBC Careers: <https://ubc.wd10.myworkdayjobs.com/ubcstaffjobs/job/UBC-Okanagan-Campus---Kelowna-BC-Canada/Associate-Registrar---Director--Enrolment-Services--Okanagan-JR25787>

A full detailed job description can be found on the UBC Careers website. Please note that only shortlisted candidates will be contacted.