



## Careers

[Home](#) > [Apps](#) > [Careers](#) > [Administrative / Managerial / Professional](#)  
> Deputy Registrar

# Deputy Registrar Competition 1848

### Department

Office of the Registrar

### Posted date

December 13, 2024

### Closing date

January 17, 2025

### Position Type

Full Time

## Description

### About the University of Alberta (UoA)

[www.ualberta.ca](http://www.ualberta.ca)

The University of Alberta, founded in 1908, is one of Canada's foremost research-intensive universities with an operating budget of over one billion dollars annually and an enrollment of approximately 44,000 students. The external research funding is over 500 million dollars. The University is situated in the provincial capital of Edmonton, home to over one million people. The greater Edmonton area offers all the amenities of a large urban center and is known internationally for its thriving arts and festival scene, a vast array of sports and fitness opportunities, one of North America's largest stretches of riverfront urban parkland, and top-ranked health care. The University of Alberta has an institutional commitment to Indigenous Initiatives and Equity, Diversity, and Inclusivity.

The University of Alberta is teeming with change makers, community builders, and world shapers who lead with purpose every day. We are home to 200+ undergraduate and 500+ graduate programs, over 13,000 faculty and staff, and 260,000 alumni worldwide, and have been recognized as one of Canada's Greenest Employers for over a decade.

### **Working at the University of Alberta**

The University of Alberta acknowledges that they are located on Treaty 6 territory, and respects the histories, languages and cultures of First Nations, Métis, Inuit and all First Peoples of Canada, whose presence continues to enrich the vibrant community.

The University of Alberta is a community of knowledge seekers, change makers and world shapers who lead with purpose each and every day. They are home to over 14,000 faculty and staff, more than 40,000 students and a growing community of 300,000 alumni worldwide.

Your work will have a meaningful influence on a fascinating cross-section of people — from our students and community members to our renowned researchers and innovators, making discoveries and generating solutions that make the world healthier, safer, stronger and more just. Learn more at <https://www.ualberta.ca/en/careers.html>

### **The Opportunity**

Guiding students through the processes of recruitment, registration, and on through convocation, the Office of the Registrar is the first and consistent point of contact for UAlberta students during the course of their studies. As “the face of the University,” the Office of the Registrar is a key contributor to the overall student experience at the University of Alberta.

Reporting to the Vice-Provost & University Registrar, the Deputy Registrar supports the academic mission of the University by providing leadership in the areas of strategic enrolment management and registrarial practice. As part of the Vice-Provost & University Registrar's leadership team, the Deputy Registrar provides strategic advice, issues management, and leadership with respect to his/her areas of responsibility. The Deputy Registrar leads major cross-functional planning and delivery initiatives on behalf of the Office of the Registrar and may exercise decision-making authority as delegated by the Vice-Provost & University Registrar. The Deputy Registrar collaborates with two Associate Registrars.

As a senior representative of the Office of the Registrar, the Deputy Registrar maintains strategic partnerships within the Provost's portfolio, primarily within the Deputy Provost Students and Enrolment portfolio. Key partners include the Faculty of Graduate & Postdoctoral Studies, the Office of the Dean of Students, Enrolment Systems and Service Innovation, and University of Alberta International. The Deputy Registrar also collaborates with other offices in the Provost's portfolio, Colleges, Faculties, Students' Union, the Graduate Students' Association, and Information Services & Technology.

The Deputy Registrar collaborates with counterparts at other post-secondary institutions to foster inter-institutional collaboration and an understanding of registrarial best practice within Campus Alberta and across the U15 Group of Canadian Research Universities.

Given the dynamic nature of the Office of the Registrar, the Deputy Registrar must demonstrate a deep understanding of its broad scope of responsibilities, including the need to manage shifting priorities effectively. The successful candidate will be adaptable and responsive to the evolving needs of the institution, maintaining flexibility in their approach to roles and responsibilities to support the overall mission of the university.

The work of the Office of the Registrar is guided by the University of Alberta Strategic Plan, [Shape: A Strategic Plan of Impact](#). The university strives to grow to 60,000 students within the next decade. Growth on this scale offers a transformational opportunity for the university and is outlined in the [Integrated Enrolment Growth Plan](#) (IEGP). We also do our work in the context of the Student Experience Action Plan (SEAP) and many other guiding documents including the [Indigenous Strategic Plan Braiding Past, Present and Future](#), [A Culture of Care Safety Action Plan](#), [Creating our New Story: An Integrated Action Plan for Building and Sustaining a Vibrant and Interconnected University Community](#) and the [People Strategy](#).

Over the coming 12 – 24 months, the Office of the Registrar will be focusing on the following key priorities:

- Refreshing the Office of the Registrar Strategic Plan
- Leading and supporting the work of the Integrated Enrolment Growth Plan

- Partnering with the Faculty of Graduate & Postdoctoral Studies on the creation of a Graduate Enrolment Management and Recruitment Strategy
- Leading a Schedule Modernization Project
- Expanding the services in the Student Service Centre

### **Work within the Office of the Registrar of UoA**

The following descriptions provide an overview of the functional work areas within the Office of the Registrar. The Deputy Registrar will provide high level leadership to all areas, and specifically supervise 3 – 4 functional areas.

#### **Admissions**

The admissions unit analyses and evaluates over 54,000 undergraduate applications for admissions to over 200 programs annually. They collaborate with faculties, review admission averages, supporting documentation and evaluate a diverse set of admission criteria. With their expertise on all types of curriculum and admission procedures, they also advise prospective applicants on admission requirements, prerequisites, and transfer credit.

#### **Convocation and Ceremonies**

The unit provides leadership and management of student convocations, special convocation ceremonies including those held internationally, installations of the President and Chancellor, related university protocol, and definition of associated computer system development. They are responsible for the aspects of the student record as they relate to convocation, including the student parchment, and are responsible for all artifacts (i.e., mace, ceremonial chairs) related to convocation and ceremonies.

#### **Enrolment Research Analytics and Insights**

The Enrolment Research Analytics and Insights unit provides leadership in developing enrolment strategies at the University of Alberta, with the focus on undergraduate students. The unit forecasts, models, analyzes and reports on enrolment data while working closely with Faculties and other units on campus. This work helps to guide and inform policy and decision making.

## **Examinations and Timetabling**

Examinations and Timetabling (ETT) produces the University of Alberta's Academic Schedule. Working closely with the faculties and departments, the unit is responsible for the University course record, class and final exam schedules, registration restrictions, and central booking services for over 300 classrooms and computer labs on campus. ETT also includes special sessions, and RO policy support within its portfolio.

## **Student Recruitment – Domestic and International**

Functions as the central recruitment unit on campus which coordinates, facilitates, and conducts a targeted strategic recruitment campaign in Alberta, across Canada, and internationally, to meet the enrolment needs of the university.

## **Indigenous Enrolment Management**

The Indigenous Enrolment Management (IEM) unit leads the Indigenous recruitment activities, Indigenous student financial supports, and provides insights and advice into the enrolment management planning processes to support the institution's equity, diversity, inclusion and Indigenization goals.

## **Student Financial Support**

Student Financial Support (SFS) strives to provide a; students with access to the financial support they need to complete a degree at the University of Alberta. Using a strategic approach, SFS administers \$54 million in Undergraduate needs-based (government student loans, bursaries, and emergency student loans) and merit-based (scholarship and awards) support each year. They provide advice, assistance, referrals and seamless delivery of a number of financial support programs. In addition, they offer a robust program of financial literacy outreach, including workshops and events for prospective and current students.

## **Records, Registration and Fees / Identify Management**

Experts in electronic document records management, these units work together to ensure the integrity of the student record and student file (electronic or paper) is maintained, from the point of creation, delivery to the required unit and finally the retention and destruction of that file.

They focus on the student identity, document scanning, academic record, registration support, tuition assessment, grade entry, academic standing, UPass and T2202a processing. They also serve our campus colleagues by supporting the setup of all undergraduate and graduate fee assessments and oversee the undergraduate registration process. They oversee Open Studies and as a result have Faculty responsibilities.

### **Student Service Centre**

The Student Service Centre supports prospective students and current undergraduate, graduate and continuing education students at the University of Alberta. Operating on 4 channels of service (in-person, email, live chat and phone), answering questions around transcripts, course registration, application for admission, financial support and more.

### **Key Roles & Responsibilities**

#### Policy and Governance

- Oversee the development, updates, and implementation of organizational policies and governance frameworks to ensure compliance and alignment with strategic priorities.
- Leads governance and policy initiatives related to the Office of the Registrar, inclusive of policy development, consultation and implementation.

#### Change Leadership

- Lead major change initiatives to drive process improvements, operational efficiency, and organizational growth.
- Champion innovation by fostering cross-functional collaboration while addressing barriers and resistance to change.
- Foster a culture of continuous improvement by encouraging employees to identify areas for enhancement and actively participate in developing solutions.

#### Strategic Planning

- Refresh, maintain, and execute the Office of the Registrar's strategic plan to align with institutional priorities and support organizational growth.

- Identify emerging trends, challenges, and opportunities within higher education to ensure the RO strategy remains forward-thinking and adaptive.
- Collaborate with key stakeholders to integrate departmental goals into the strategic plan, ensuring alignment across academic, administrative, and operational functions.
- Develop and implement strategic enrollment management plans to drive growth in alignment with priorities outlined in the Universities Strategic Plan, SHAPE.
- Ensure that all practices and initiatives are aligned with the core pillars of the Office of the Registrar: Student Centered, Trusted Partner, and Employer of Choice.
- Seamlessly embed EDI practices and frameworks into strategic initiatives, organizational workflows, and operational processes.
- Ensures that all efforts are directed to efficient and exemplary service to students, and to Faculties, Departments, and other units as they provide service to students.
- Monitor progress toward strategic objectives by establishing measurable outcomes, reporting regularly on milestones, and adjusting as needed to address evolving priorities

#### Talent Development

- Drive talent development initiatives by identifying leadership potential, providing mentorship, and creating growth opportunities for high-performing employees.
- Cultivate an inclusive and collaborative work environment to attract, retain, and develop top talent.

#### Performance Analytics and Reporting

- Develops and implements comprehensive operational performance metrics to assess and optimize the effectiveness of functions within the Office of the Registrar, fostering data-driven insights and promoting continuous improvement.
- Leads the development of comprehensive reporting for the Office of the Registrar, including annual reports to University governance bodies.

#### Senior Leadership and Delegated Authority from the Registrar

- When assigned, serves as delegate for the Vice-Provost & University Registrar on University-wide initiatives, projects, and committees. Exercises, with the utmost discretion, senior-level decision-making authority as delegated by the Vice-Provost & University Registrar.
- Under the general direction of the Vice-Provost & University Registrar, leads strategic planning and operational delivery initiatives that cross multiple units within the Office of the Registrar and that connect the Office of the Registrar with external stakeholders.
- May act as Vice-Provost & University Registrar during periods of absence

### Additional Duties

- As a member of the Vice-Provost & University Registrar's senior management team, participates in the development of the Office of the Registrar budget; has signing authority for expenditures within the budget; may be assigned specific delegated signing authority by the Vice-Provost & University Registrar.
- Represents the Vice-Provost & University Registrar on selected University-wide governance committees, faculty councils, working groups, and other committees. May be asked to serve as chair on an ad-hoc or ongoing basis

### The Person

#### Qualifications & Education Requirements

As a key partner for the Vice-Provost & University Registrar, the Deputy Registrar is a registrarial and/or senior leader in post-secondary education, with a commitment to institutional and service excellence.

- Master's degree in an applicable discipline or equivalent qualification.
- Seven years' progressively senior leadership and/or operations management experience, preferably in post-secondary education, ideally in a student-service area.
- Five years of employee management and development experience.
- Management experience in one or more registrarial areas, e.g., recruitment, admissions, enrolment management, student financial support, preferred.
- Experience with student information systems or similar enterprise systems required.



- Experience developing organizational or operational performance metrics as an asset.
- Demonstrated ability to lead teams and to inspire optimal team performance.
- Demonstrated ability to deliver complex projects in a multi-stakeholder, collegially governed environment.
- Demonstrated ability to leverage data to optimize organizational performance.
- Demonstrated ability to lead organizational change, and to inspire the same in others.
- 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 organizational 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**

In accordance with the [Handbook of Employment for Management and Professional Staff \(Excluded\)](#), this full-time continuing position offers a comprehensive benefits package that can be viewed on our [Benefits Overview page](#) and an annual salary range which will be commensurate with qualifications.

### **Express Your Enthusiasm**

We are working with Leaders International Executive Search to fill this position. To apply, please email a cover letter and resume (PDF or Word document only) to Ardyce Kouri or Shubi Jain at [edmonton@leadersinternational.com](mailto:edmonton@leadersinternational.com), indicating the job title in the subject line of the email.

Leaders International Executive Search

[www.leadersinternational.com](http://www.leadersinternational.com)

At the University of Alberta, we are committed to creating an inclusive and accessible hiring process for all candidates. If you require accommodations to participate in the interview process, please let us

know at the time of booking your interview and we will make every effort to accommodate your needs.

**We thank all applicants for their interest; however, only those individuals selected for an interview will be contacted.**

*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.*

## Apply

Applications for this posting should be emailed to [edmonton@leadersinternational.com](mailto:edmonton@leadersinternational.com)

**Note:** This opportunity will be available until midnight January 17, 2025, Edmonton, Alberta local time.

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