

ST. JEROME'S UNIVERSITY



Position Title:	Registrar
Department:	Office of the Registrar
Reports To:	President and Vice Chancellor
Hiring Range:	\$90,000 - \$100,000

General Accountability

The Registrar is responsible for management of the Office of the Registrar and directly involved in undergraduate student outreach and recruitment, marketing and communications, admissions, enrolment, support and application of academic policies, and undergraduate student support. The Registrar is a key relationship builder and representative of St. Jerome's University, developing and maintaining networks throughout St. Jerome's, the University of Waterloo, and the wider community, with a particular focus on teachers, guidance counsellors, and school boards. The Office facilitates the outreach, recruitment, and timely admission of highly qualified undergraduate applicants; the management and development of scholarships, bursaries, and awards; financial aid support and counselling; the support of alumni engagement strategies; and are a central source of information, help and services for current and potential students, and alumni.

Nature and Scope

St. Jerome's University provides a culture and environment for employees that endeavors to promote the mission and vision of the university. Employees contribute to the larger institutional goals and conduct themselves in a manner that fosters the prevailing sense of collegiality among faculty, staff and students.

The Registrar is a key member of the leadership team at St. Jerome's University, integral in ensuring the University has the necessary structures and resources to support growth in student enrolment and other strategic initiatives. They collaborate regularly across all departments, and in particular with the Office of Advancement, Campus Ministry, and Student Affairs, to find synergies in achieving the goals and objectives of the university, with an aim to supporting growth and sustainability in student enrolment, and to identify opportunities to support upper-year students and recent graduates as they transition to the world of work or further education.

The Registrar provides overall direction on marketing and undergraduate recruitment strategies, ensuring that marketing and communication plans are based on sound market research and effectively executed relevant to the student's current status with the University. They must remain current on

registrarial best practices and trends and operate in alignment with the University of Waterloo. They are a key representative of St. Jerome's internally and externally and understand that fostering relationships with key stakeholders is critical to their success. As a Registrar in a small institution, they enjoy variety in their work from strategic planning and partnership building to operational work supporting their small team.

Key Accountabilities:

Leadership of Registrar's Office

- Provide leadership and management to department regarding overall mission and strategy for the Registrar's Office in alignment with SJU's strategic plan
- Keep up-to-date on registrarial best practices and trends within post-secondary education, provincially, nationally, and internationally
- Work closely with the senior leadership team to ensure that SJU has the necessary structures and supports in place to achieve goals for student enrolment and other strategic initiatives
- Contribute as member of various committees, including SJU Academic Committee, SJU Senate Council, and numerous UW Registrar and Faculty of Arts committees
- Provide leadership, guidance, and support to Registrar's office staff, including facilitating annual goal setting, measuring and evaluating performance and providing feedback
- Lead the implementation and ongoing support of a customer relationship management system to house current and prospective student and alumni data

Enrolment Management

- In partnership with the President and Vice President Academic and Dean, lead strategic enrollment planning and management to ensure the necessary structures are in place to support growth in student enrolment
- Lead the future planning process for the Registrar's Office to identify and respond to changing needs that support long term student enrollment and the fiscal health of SJU

Undergraduate Admissions

- Collaborate annually with the President, Vice President Academic and Dean, and the Faculty of Arts to set undergraduate enrolment targets
- Use judgment and discretion to advocate on behalf of prospective students with extenuating circumstances, to support their application with the UW Registrar's Office
- Work with the Manager, Outreach and Recruitment to create and circulate SJU specific offer packages, ensuring alignment with UW offer packages
- Representative on admissions matters with various stakeholders across the university
- Member of UW Admissions Committee which determines who meets criteria to receive an offer of admission in the Faculty of Arts

Student Scholarship and Bursary Administration

- Act as the chair of the SJU Scholarship and Bursaries Committee
- Oversee and administer scholarships, bursaries, and student emergency funds on behalf of the University
- Work in collaboration with the department of Advancement, the President's Office, and Finance to develop and disburse new scholarship and bursary programs
- Responsible for working in conjunction with the President's Office and Finance to establish scholarship and bursary budgetary projections for upcoming fiscal cycles
- Act as the administrator and main contact for all external scholarships and bursaries offered through SJU

Alumni Relations

- Key contributor to alumni engagement strategies and supporting connections between alumni and the Advancement team
- Stay informed of events and activities at St. Jerome's to identify opportunities for alumni participation in order to enhance the experience of current students and build alumni engagement
- Collaborate with the Communications team to develop an avenue for alumni storytelling and engagement
- Provide support and guidance to the Advancement team with implementing the Alumni Engagement strategy
- Contribute to positive alumni relations by updating alumni data in relevant systems

Working Conditions

- Regular office environment
- Work will include some evenings and weekends as required
- Represents the University at local or out-of-town events as required

Qualifications Required

- Bachelor's degree required
- 5+ years of progressive leadership experience in a Registrar's office environment
- Student recruitment experience an asset
- Extensive knowledge of registrarial best practices required
- Proven experience in enrolment strategy management
- Demonstrated track record of effective leadership and collaboration with colleagues and direct reports
- Exceptional interpersonal and communication skills, and an aptitude towards service excellence and responsiveness
- Ability to advocate and influence to build support and cooperation among individuals and groups with competing perspectives and concerns

- Demonstrated competence in strategic planning and collaborating on strategic initiatives with multiple stakeholders
- Demonstrated budgetary and financial understanding
- Ability to exercise diplomacy, tact, and confidentiality
- Strong critical thinking and problem solving skills
- Progressive thinker with ability to be agile and leverage opportunities
- Ability to obtain a Vulnerable Sector Check