

# University Academic Registrar

## JOB DESCRIPTION

<b>Title</b>	University Academic Registrar
<b>Institute/Department</b>	Office of Pro-Vice Chancellor (Academic)
<b>Category</b>	Senior Management
<b>Reports to</b>	PVC Academic
<b>Location/Campus</b>	Kukum Campus
<b>Direct reports</b>	Pro-Vice Chancellor (Academic)

### 1. General

The Academic Registrar will provide vision and strategic direction for key University activities in all areas of academic and student administration, including student recruitment, admissions, enrolment, examinations, graduations, and student life.

The Academic Registrar reports to the Vice Chancellor through the Pro-Vice-Chancellor (Academic) for the management of student contracts with the University, the management of processes underpinning student journeys, and the management of data on students and courses which contribute to the University's capacity to effectively manage its activities. The Academic Registrar is expected to continually improve the effectiveness, efficiency, and quality of the processes and services provided by the University, in line with the University's strategies and the need to deliver excellent student experiences.

### 2. Job Purpose

The University Academic Registrar is responsible to the Vice-Chancellor through the Pro Vice-Chancellor (Academic) for the leadership of the following operations:

- Student Support Services
- Student Academic Services
- Course Administration and Academic Records,
- Student Space Management, including Timetabling, and
- Compliance of Senate papers and decision making with SINU Policies and international norms of Universities

### 3. Essential Job Responsibilities

- 3.1. Ensure that all student services and activities are well-coordinated and planned, in line with the University's annual cycle of the business and the need to maintain flexibility, and in particular:
  - a. Be accountable for and ensure that the University always maintains a dynamic recruitment, admission, and retention services for students, and that the processes relating to all aspects of students' academic tenure at the University is productive.
  - b. Ensure that all policies relating to the activities of the Academic Office, in particular those relating to Academic Policies, Programme Development and Reviews, Examinations,

Assessments, Student Result Management, Graduations, and Student Conduct Regulations are effectively implemented, and regularly reviewed.

- c. Ensure that student assessment is well-managed; that assessment outcomes are correctly recorded; that processes are secure and fair; and that assessment boards are well-supported to enable them to function properly and fairly in maintaining academic standards.
  - d. Ensure that teaching is well timetabled, with efficient use of resources and good and reliable information for students and lecturers, and that timetabling for other university events is well supported.
  - e. Ensure that individual courses and modules are well supported administratively, with processes supporting the student journey well documented, effective and efficient, and operated in tandem with Faculties, Schools, Departments, Centres and Institutes.
  - f. Ensure that individual student issues are fairly and consistently managed, with decisions taken in a timely manner, properly recorded, and well communicated to the student concerned.
  - g. Be responsible for the accuracy, integrity, and quality of student record data, to enable regulatory data return, and to produce management information data to support strategic planning and operational delivery across the University.
- 3.2. Be responsible for assurance of accuracy, integrity and academic quality and standards including external examining, programme approval, review, and quality assessment are appropriate and effective, supporting sections delivering education and training to achieve excellent outcomes.
  - 3.3. Ensure that all documents before the University Senate are of standard, and are compliant with all University policies.
  - 3.4. Within the overall framework determined by the University, to lead and be accountable for student information related IT projects, including applications, enrolments, records, timetabling, system developments and enhancements.
  - 3.5. Ensure that the necessary data, information and analysis relating to student journey at the University is provided to Management as needed to fulfill its responsibilities in managing the University.
  - 3.6. Ensure that the University's contracts with individual students on all academic matters are clear, fair, and meet all necessary internal and external compliance requirements.
  - 3.7. Ensure effective management of the Academic Office of the University, consistent with the requirements of HR management, planning, budgeting and accountabilities.

In addition to the above areas of responsibility, the post-holder may be required to undertake any other reasonable duties in line with the needs of the University and the seniority of the role.

#### **4. Other General Responsibilities**

- Participate in the maintenance of a safe and healthy work environment for self and others including students
- Comply with and undertake responsibilities set out in the University's health and Safety Policy
- Be a member of University committees and participate in University activities

#### **5. Functional Relationships**

- Internal
  - Vice-Chancellor and Pro Vice-chancellors
  - Senior Management
  - University Staff and Students
- External
  - Ministry of Education and Human Resources Development

- Commercial and non-commercial stakeholders
- Government Ministries, external institutions/universities
- Province Premiers and office holders

## **6. Qualification Requirements**

- A Phd in any field which emphasizes quantitative analysis and logical thinking with 2 years of work experience in an academic setting (including University teaching and/or research), OR
- A Masters in a field of study which emphasizes quantitative analysis and logical thinking with a minimum of 6 years of work experience at a senior academic rank (including university teaching & research).
- In exceptional circumstances, applicants who do not have the above MQRs, but have at least 15 years of demonstrated high quality administration experience of which at least 8 years is at the senior rank, may be considered.

## **7. Skills, Knowledge, and Experience**

- Knowledge and understanding or the ability to learn applicable university regulations/policies, as well as a passion for implementing these, are required.
- The ability to communicate effectively both in writing and verbally, with students, parents, auditors, high school counselors, employees, college administrators, and financial aid office, is required.
- The ability to develop knowledge of, respect for, and skills to engage with those of other cultures or backgrounds is necessary.
- Knowledge of current technologies in student management database, and standard Microsoft Office applications is necessary.
- Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner and work independently while contributing to the team environment
- Ability to effectively identify and resolve problems and to maintain strict confidentiality related to sensitive information
- Ability to analyze problems, identify solutions and takes appropriate actions to resolve problems using independent judgment and decision-making processes is required.
- Ability to establish and maintain effective working relationships with other department staff, faculty, students and the public is critical.
- Ability to relate effectively and sensitively to students and staff from a variety of backgrounds and cultures.

### **7.1. Supervisory Responsibility**

- Supervision of (a) several work teams or work team leaders, (b) operative, administrative support, or paraprofessional employees, (c) a workgroup involving the direction of skilled technical employees, (d) professionals in technical and skilled areas, and/or (e) subordinate supervisory personnel.

### **7.4. Managerial Responsibility**

- Work involves managerial decision making and implementation. Work affects a range of professional projects or administrative activities of the University, influences internal or external operations, or impacts students, faculty, and/or staff.

- Commitment to a culture of openness, flexibility, and cooperation to achieve excellence at the University is expected.

#### **8. Personal Qualities**

- A high level of commitment and self-motivation and innovation.
- Methodical, determined and focused on the task in hand and not become distracted or flustered.
- Committed to learning and development to keep abreast with the changing academic administration environment.
- Honesty, integrity, and trustworthiness

#### **9. General Expectations**

Employees are expected to accomplish assigned duties in an efficient, effective, and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the university and cooperate and work harmoniously with students, faculty and staff, and the public. Employees are to follow all policies, rules, regulations, and guidelines as they relate to this position.

#### **10. Change to Job Description**

From time to time it may be necessary to consider changes in the job description in response to the changing nature of the University's work environment-including technological requirements or statutory changes. Such Change may be initiated as necessary by the PVC Academic. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.