



UNIVERSITY of the SOUTHERN CARIBBEAN

Royal Road, Maracas, St. Joseph

CAREER OPPORTUNITY

Applications are invited from suitably qualified individuals for the following position:

UNIVERSITY REGISTRAR

JOB SUMMARY

The University Registrar provides leadership and oversight over all aspects of the Office of the Registrar. This position plays a critical role in the University and academic operations by effectively providing oversight and management for the maintenance and integrity of all student academic records, the recording and reporting of grades, transcript evaluations, information reporting, compliance with ACTT regulations, required audits of student enrolment, and the establishment and maintenance of processes for the equitable and consistent administration of policies and procedures as they relate to academic record keeping. The Registrar provides strong leadership consistent with the academic goals and mission of the University and leverages best practices to provide a student-centred approach, emphasizing exemplary service to all constituents. The Registrar supervises staff in the office of the registrar, serves on several standing committees and assures compliance with certifying organizations and governmental requirements. Fosters team activities in the Department and contributes to maintaining the strategic pillars of the University. The position requires compliance with established policies and procedures of the Department and a high level of confidentiality. This is a full-time position and he or she reports to the Provost.

SCOPE

Leading, directing, planning, organizing, managing, coordinating, and supervising.

DUTIES AND RESPONSIBILITIES

Leadership

- Coordinates, supervises, and provides leadership for all functions and services of the University's Registrar's Office including the student information system, registration, grading, degree and enrolment verification, academic records management, transcripts, compliance, graduation auditing, and awarding of degrees for student success.
- Functions at the level of an Academic Dean and serves on the Deans' Council.
- Leads the work of assigned staff. Assigns projects and tasks with clear instructions and understanding of work to be performed. Mentors and guides by sharing expertise, knowledge of work rules and procedures, and best practices. Follows up to ensure tasks and projects are completed within reasonable timeframes.
- Provides leadership as the key liaison to the IT Services Department for issues pertaining to all services provided by the Registrar's Office including the development and maintenance of computerized records and registration systems.
- Provides information for institutional planning; and evaluates administrative processes to identify opportunities for improvement.
- Works collaboratively with Human Resources in the recruitment and selection of appropriate personnel for the Department.

Administrative

- Develops and oversees administration of the Department's budget to ensure effective utilization of financial resources and appropriate disbursement of funds.
- Fosters a cooperative and productive work environment that advances Department's operations and initiatives through motivation, encouragement, and professional development of staff.
- Develops Department procedures and work rules for compliance with University policies; participates in the development and revision of applicable university policies.
- Competently represents the Department through interactions with the university community and/or external constituents.
- Collaborates with administrators, deans, faculty, and counsellors to facilitate and improve services to students.

Management

- Manages the department's planning and assessment consistent with the university's goals and objectives.
- Manages the performance of faculty and staff, evaluates, and develops key performance indicators and metrics, and disciplinary matters.
- Ensures customer's needs and expectations are addressed appropriately and professionally by mentoring and guiding on best practices to appropriately respond to customer's requests. Monitors staff interactions with customers for professional conduct, consistent application of university policies and procedures, and follow up of outstanding requests. Assumes responsibility for addressing complex or unusual requests.
- Provides oversight for integrity and accuracy of student academic record-keeping and transcript production and integrity in compliance with the University's academic policies and standards.
- Oversees the conformity of educational record use, dissemination, and privacy of student information to University policies and legal requirements.

- Oversees the implementation and effective use of systems for student information, degree audit, and other systems.
- Provides strategic input and develops recommendations for the implementation of related technology applications in support of enhanced services for students, faculty, and staff.
- Monitors and verifies student enrolment data essential for official internal and external reporting related to academic and student records auditors, and accreditors, as needed.
- Supervises the maintenance of the degree audit system and provides oversight for the monitoring of students' progress toward degree completion.
- Supervises the coordination, evaluation and certification of all graduation applications, while overseeing the complete graduation process to include all elements of the rehearsal and ceremony.
- Promotes and maintains effective relationships with faculty, staff, and academic partners across campus and other institutions, collaborating on issues relating to curriculum, university policies, and other areas of Registrar responsibilities.
- Oversees training, development, and maintenance of procedure manuals, regulations, and systems within the Registrar's office for the University community.
- Supervises, trains, manages, evaluates, and develops staff within the office.

Other

- Maintains membership with a professional society and attends/participates in professional conferences.
- Fosters team activities within the School and University.
- Contributes to maintenance of the University's eight strategic pillars.
- Performs other assigned duties commensurate with the position.

QUALIFICATION AND EXPERIENCE

To perform this job successfully, the position holder must be able to perform each essential duty satisfactorily. The position requires:

- A Minimum of a Master's degree in Management, Student Services, Educational Administration & Leadership or a related field from an accredited institution.
- Minimum of five (5) years of related work experience in higher education.
- Experience of supervisory and track record of office leadership in an institution of higher education.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of accreditation process, academic policies and procedures.
- Knowledge of trends, issues, and accepted practices relevant to the position.
- Knowledge of enterprise-scale student information systems, processes, and management.
- Comprehensive knowledge in enrolment systems and well-versed in the requirements and processes of a successful Registrar.
- Strong understanding of best practices in student registration and records and understands the role of the Registrar in strategic enrolment management and student success.
- Strong analytical and problem-solving skills, as well as excellent interpersonal and communication skills.

- Strong organizational and conceptual skills.
- Successful record of interacting with professionals across disciplines.
- Ability to effectively communicate with a wide range of individuals and constituencies in a diverse community.

OTHER REQUIREMENTS

- The candidate must have proven leadership expertise in cultivating collaborative relationships within the Department and University.
- Time and results oriented.
- Team player.
- Personable, discreet, highly motivated.
- Excellent written and oral communication skills.
- Ability to appreciate the diverse cultures at the University.
- Confidentiality, integrity, dependability, and conscientiousness.
- Appropriate and professional appearance and demeanour required.
- Committed to high moral, spiritual and ethical values of the Institution.

Applications should include a Cover Letter, a detailed Curriculum Vitae, two (2) written recommendations, including one from current employer, photocopies of relevant academic qualifications and contact number/s should be forwarded to:

**THE DEPARTMENT OF HUMAN RESOURCES
UNIVERSITY of the SOUTHERN CARIBBEAN
P. O. BOX 175
PORT OF SPAIN
TRINIDAD & TOBAGO**

Or email us at: hr-recruitment@usc.edu.tt

Applications should be received no later than ***September 12, 2024***.

The University wishes to thank all applicants for their interest. However, only short-listed applicants will be contacted.