



1. IDENTIFICATION

Position No.	Job Title	Supervisor's Position	
70-01815	College Registrar	70-14347 Director, Learner Services	
Department	Division/Region	Community	Location
Nunavut Arctic College	Nunatta Campus	Iqaluit	235
Fin Code: 03300-01-1-111-0302001-04			

2. PURPOSE

Main reason why the position exists, within what context and what the overall end result is.

Reporting to the Director Learner Services, the College Registrar is responsible for the management of all administrative and operational functions of the Office of the Registrar. The College Registrar ensures the integrity, accuracy, and security of all academic and curricular records, facilitates effective student registrations and enrolment, and maintains up to date course and program timetables, class and grade rosters. student financial records, and student statistics. The College Registrar is responsible for the issuance of annual tax receipts and Access to Information and Protection of Privacy (ATIPP) requests for student records. The College Registrar is responsible for advising faculty and staff on academic matters and interpreting and ensuring adherence to Nunavut Arctic College policies and procedures.

3. SCOPE

Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets? What is the magnitude of that impact?

Nunavut Arctic College is an arms-length Crown entity of the Government of Nunavut (GN). The President is appointed by the GN and is a Deputy Head Public Service employee.

Within the above context, the Registrar works with other senior staff in the planning of all College Registration and Student Records functions.

Arctic College employs an Inclusive or Collaborative approach to strategic planning and college wide decision making. This position is a member of the College's Management Team and shares in the collective decision-making process respecting strategic planning and college wide initiatives. The President retains executive authority to make decisions as appropriate, however, the Inclusive Management approach requires members of the Management Team to provide input into the strategic decision-making process.

The Registrar provides leadership, direction, and professional support to ensure timely processing of applications, course and program registrations, and accurate and effective communications of

admissions decisions and enrolment processes to applicants and Program managers.

The Registrar takes the lead on student records and is accountable for the security, integrity, and accuracy of academic records and the development and implementation of related academic policies and procedures which support the College's mandate.

Management Positions within the College operate in a highly decentralized organization where subordinate positions are often located in many other communities and/or Management Positions have functional, technical/professional and/or administrative management responsibilities for employees who do not report to them. This significantly complicates the responsibility to manage/direct human, financial and program resources.

4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers *why* the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.

The Registrar directs and manages all the College Registration and Student Records functions across the College by:

- Establishing directives, assessing, and documenting the need for program deliveries.
- Determining function resource needs.
- Providing leadership and developing recommendations for the implementation of relevant technology applications in support of enhanced services.
- Preparing, maintaining, and distributing reports, statistics, recommendations, briefing notes, and other documents as required by Program Coordinators/Managers, Directors, Senior Managers, the Chief Finance Officer, and the Deputy Minister of the College.
- Maintaining regular contact with other educational institutions for purposes of course credits, credit transfers, student records and to keep abreast of recent developments.
- Evaluating existing program admission and delivery criteria to ensure services provided by the Registrar's Office meets program needs.
- Ensuring Registration and Student Records Administration meets professional standards established by Nunavut Arctic College and is in accordance with NAC policy;
- Ensuring efficient and effective services and systems for student screening, admitting, registering, scheduling, tracking, retraining, transferring and graduating of students and ensuring it is consistent throughout NAC;
- Monitoring the annual admissions cycle from point of application through admission and ensures a high level of customer service by making timely adjustments as required and ensuring it is consistent throughout NAC;
- Ensuring the maintenance of registration and academic records system in order to maximize efficiency and to ensure that paper and electronic records captured are accurate and complete;
- Ensuring the integrity, accuracy, and security of archived student records;
- Supervising the evaluation and certification of all graduation applications, while overseeing the complete graduation process to include all elements of the rehearsal and ceremony as it relates to the Registrar's office;
- Researching, analysing, problem-solving and participating in the resolution of student disputes as they relate to records and registration;
- Collaborating with Administrators, Deans, Faculty to improve services to students;

- Researching, developing and maintaining policies, regulations, procedures and systems for admissions and registration;
- Amending service and delivery according to internal and external evaluation results;
- Providing mechanisms for student/client evaluation and feedback for all services;

Responsible for overseeing the day-to-day functioning of and data entry into the Student Information System (SIS) in collaboration with the Admissions Officer in Iqaluit and Student Records Officer in Arviat.

User Management:

- Add, delete, edit user accounts
- Support users and provide training as needed
- Editing, updating curriculum through admin interface (documented not all fields can be updated by faculty) for example, deactivating courses, adding programs and courses.
- Modify forms, data etc. (if required), for example, adding additional options to drop down lists.
- Modify workflows (if required)

Undertakes specific functions relative to the Registrar function such as:

- Maintaining and publicizing a data base of scholarships and awards available to Nunavut students;
- Coordinates Registrar and Student Records functions with Financial Assistance for Nunavut Students (FANS) staff requiring considerable and ongoing discussions;
- Advising public, students, faculty and other post-secondary institutions on academic policies/issues as requested;
- Assisting in policy development of academic policy by consulting with staff and students, advising Senior Management and participating in Policy Development committees;
- Collaborating with staff in the development and maintenance of credit transfer agreements with other post-secondary institutions;
- Managing the operation, maintenance, and modification of the Student Information System (SIS); and managing system security;
- Managing the production of the College's annual academic calendar for various programs in consultation with directors and program managers with final approval from the Director, Learner Services;
- Manages annual Graduation Survey – survey of graduates, compilation of survey data, and production of the final Graduate Survey Report;
- Ensures that all students have meet all criteria required for graduation;
- Works collaboratively with the Director, Learner Services and program Directors/Managers/Coordinators regarding the planning and implementation of Nunatta convocations, the College's highest profile public event;
- Oversees the preparation of official certificates, diplomas, and other College parchments for authorized signatures and ensures student amount owing balance is at zero prior to giving graduates their official documentation. Also ensuring other NAC Registrar's in Kivalliq and Kitikmeot abide by this; and
- Oversees the process and requirements of invigilation services College-wide.

Coordinates the Access to Information and Protection of Privacy function for the College's student records and is an alternate ATIPP Coordinator for the Manager, Policy and Planning by:

- Processing requests made to the department/public body under the Nunavut Access to Information and Protection of Privacy Act;
- Serving as a general source of information regarding access to information & privacy issues internally within the College;

- Working with the Manager of Access to Information and Privacy, other ATIPP coordinators, Senior Management, politicians and political staff, legal and others to develop and implement ATIPP legislation, policies and procedures;

Direct and Manage the Human Resources of College Registrar Program by:

- Establishing human resources required to deliver approved programs/services;
- Provide leadership, coaching and managerial direction to all staff;
- Ensure that all staff are fully orientated to their positions;
- Recruiting the required human resources to deliver services and programs;
- Assigning staff to program/service areas;
- Ensures that all staff are familiar with and adhere to College and GN established HR practices, policies and procedures;
- Plan, develop and implement staff work plans and conduct staff performance evaluations in association with approved work plans; and
- Imposing progressive discipline as required and in accordance with GN and College practices.

Direct and Manage the Financial Resources assigned to the College Registrar Program by:

- Develop budgets to support approved programs/services;
- Approve expenditures to support programs/services within prescribed spending authority;
- Undertake periodic analyses to ensure programs are operating within approved budgets, such as variance reporting;
- Monitor spending to ensure expenditures do not exceed budgets; and
- Draft FMB proposals and Board of Governor submissions in support of proposed programs/services.

Dimensions:**Directs and manages the following positions:**

- Admissions Officer
- Student Records Officer
- Registrar, Trades Program

Position also provides functional direction/supervision to two Finance and Admin Officers who provide Registrar functions at the Kivalliq and Kitikmeot Campuses.

Manages a budget allocation of 350 thousand dollars.

Performs other related duties as requested such as:

- Representing the College at meetings with other institutions;
- Preparing Press Releases and public relations materials; and
- Compiles information and prepares a wide variety of reports for various governing bodies such as NAC Board of Governors, Member of the Legislative Assembly, Member of Parliament etc. as required and requested.

5. KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.

Knowledge identifies the acquired information or concepts that relate to a specific discipline. *Skills* describe acquired measurable behaviours and may cover manual aspects required to do a job. *Abilities* describe natural talents or developed proficiencies required to do the job.

These requirements are in reference to the *job*, not the incumbent performing the job.

Knowledge

- Education Act and Regulations, and applicable legislation, policies, regulations, procedures, and directives.
- Principals and practices of Record Management.
- Legislation, practices, standards, requirements and approaches to the Access to Information and Protection of Privacy (ATIPP) Act
- Principles and practices of Financial and Human Resource Management.
- Nunavut Education system and its strategic challenges
- Inut Qaujimagatuqangit and how it is applied to education.

Skills and Abilities

- Effective interpersonal skills
- Ability to communicate with staff and members of the public
- Effective organizational skills
- Effective written and oral communications skills including legal document preparation.
- Computer skills in Microsoft Office.
- Analytical and problem-solving skills.
- Ability to work in a cross-cultural environment.
- Ability to work as a team member.
- Ability to work in a high-pressure environment.
- Ability to manage high volume of files.
- Ability to prioritize and meet deadlines.
- Ability to use independent judgement and make decisions based on available information.
- Ability to work with members of the public while being sensitive and compassionate.
- Ability to conduct work with tact, diplomacy and professionalism.

Qualification Requirements:

Typically, the above knowledge, skills, and abilities, would be acquired through:

- Undergraduate degree in Management studies Information Systems, Business, administration, Education or related field.
- 2 years of related experience, including 1 year of supervisory experience.
- An acceptable combination of education and experience may be considered.
- Experience in customer service, overseeing large database or record management systems (System query language, quiz, lotus and database programs), using IT systems and software (File Maker Pro, Microsoft Suite) and project management would be considered an asset.
- Experience using student information systems (SIS) is considered an asset.
- Experience in a post-secondary environment is considered an asset.
- Fluency in Inuktitut is considered an asset.

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of each occurrence in measurable time (e.g. every day, two or three times a week, 5 hours a day).

Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.

Extended periods of sitting to work at a computer or calculator can result in exposure to muscle and eye strain.

Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that increase the risk of accident, ill health, or physical discomfort.

Works in a traditional office environment, with exposure to multiple demands, competing priorities and deadlines, and the requirement to respond to requests for service, information, etc.

Sensory Demands

Indicate the nature of demands on the jobholder's senses. These demands can be in the form of making judgements to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details though one or more of the incumbents' senses.

Substantial amount of time in front of a computer terminal and reviewing documents. There is a requirement for accuracy requiring a significant concentration and attention to detail. Active listening, communication and focus is required during student interactions, performance assessments and recruitment.

Mental Demands

Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.

The work requires regular interaction with staff and students in very stressful circumstances such as staff disciplinary actions and student interventions where the academic record or financial allocation/situation of the student must be addressed.

7. CERTIFICATION

_____ Employee Signature	_____ Supervisor Title
_____ Printed Name	_____ Supervisor Signature
_____ Date:	_____ Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ Deputy Head Signature	
_____ Date	
I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

8. ORGANIZATION CHART

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.