



JOB DESCRIPTION

We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt, and Kwikwetlem, and with the lands of the Kwantlen First Nation, which gifted its name to this university.

POSITION TITLE: Assistant Registrar, Systems and Projects

DEPARTMENT: Systems and Projects

DATE CREATED: April 2021

DIVISION/FACULTY: Office of the Registrar

DATE REVISED: April 2025

ORGANIZATIONAL STRUCTURE

This role reports to the Associate Registrar, Systems and Projects. Reporting directly to this position are Project Leaders (Systems Analysts).

PRIMARY FUNCTION

The primary function of the Assistant Registrar is to ensure the efficient and effective operation of the Systems and Projects unit. They will lead a strong team in the delivery of service excellence, providing functional, technical and operational expertise in the management of service delivery and student systems to the Office of the Registrar and the University. This includes overseeing the discovery, design, configuration, and implementation of functional aspects and the operationalization of business systems, processes, solutions, and reporting for KPU's student information system.

The incumbent is a process-driven problem solver who utilizes their analytical and technical skills in the field of post-secondary business systems and project management, leading a strong group of functional specialists, and providing direction to cross-functional teams comprised of stakeholders from across the University.

They are also a champion of service delivery, leading a team that consistently works to improve service quality, staff productivity and systems efficiency.

The incumbent ensures KPU maintains compliance with university, provincial, and federal policies and reporting requirements. To that end they maintain a deep understanding of University policies and KPU's student information system along with other related systems, in order to guide the implementation, maintenance and advancement of systems and service goals within the Office of the Registrar.

KEY RESPONSIBILITIES

1. Supervises and provides leadership to direct reports by coaching and modeling key behaviours/strategies, encouraging dialogue and providing guidance and advice to facilitate resolutions to work issues. Assists team members to define shared and individual goals, meet target dates and ensure alignment of team goals. Monitors and assesses performance.



2. Contributes to effective employee and labour relations by administering the collective agreement(s), representing management in the grievance process and consulting with Human Resources Services regarding collective agreement interpretation, as appropriate. Provides input to management negotiating team for collective bargaining purposes, as needed.
3. Conducts routine procedural review in order to ensure that business processes are compliant with university, provincial and federal policies and reporting requirements as well as the strategic direction of the institution and its enrolment management goals. Recommend and implement, in consultation with the Associate Registrar, quality-based assessment processes to inform strategy development and continuous improvement.
4. Supports the development and implementation of a departmental service plan in line with the division's vision, mission and values and KPU's strategic enrolment planning goals.
5. Serves as an internal business systems and procedures consultant to the Office of the Registrar and other areas relating to student information systems. Consultation services range from evaluating business processes for efficient use of systems; championing new technologies in the Office of the Registrar; and liaising with other departments and external agencies (relevant Ministries, BC Campus, EducationPlanner BC, and the BC Council on Admissions and Transfer) to execute data exchanges.
6. Serves as the Office of the Registrar's project manager for the planning, execution, monitoring, controlling and completion of systems-based projects. Accountable for project scope, cross-functional project teams, resources, and defined deliverables.
7. Oversees the discovery, design, configuration, and implementation of functional aspects and the operationalization of business systems, processes and solutions for KPU's student information system.
8. Researches and develops business cases in support of technological alternatives or advancements, cost benefit analysis, systems resources and policy enhancements.
9. Gathers business requirements from users to create and oversee project plans for initiatives that enhance system-related functionality and efficiency.
10. Ensures continual process improvement, employing project delivery best practices, tools, and techniques to ensure systems deployments and enhance institutional business practices.
11. Participates in developing and administering departmental policies and procedures, ensuring they are consistently applied by all team members, and advising members of KPU accordingly.
12. Uses professional judgement and exercises delegated authority to make discretionary decisions that are exceptions and variances to established regulations and institutional procedures on matters related to KPU's student information systems.
13. Liaises with the Office of Planning and Accountability to ensure the correct interpretation of operational student data, and to ensure that the data captured satisfies institutional reporting needs.
14. Represents KPU and KPU's interests before external agencies, other institutions, various organizations and groups (e.g., Association of Registrars of the Universities and Colleges of Canada, Education Planner BC, various provincial working groups, etc.)
15. Manages special projects, as assigned, including the implementation of business process redesign with a view to cross-functional and cross-divisional services.



16. Facilitates, chairs and participates in assigned teams and committees as required.
17. Assists in planning, preparing and monitoring the departmental budget.
18. Establishes system requirements, accompanying business processes and related documentation to implement and administer Banner Student modules while providing functional leadership in support of systems-related projects within the Office of the Registrar.
19. Oversight for operational student reporting and associated report design. This includes maintaining and operating broadcast email messaging to applicants and students, utilizing tools that such as FAST Student Reporting, MS-Access, and other reporting tools. May provide analysis of summative reporting when required.
20. Works with vendors, senior leaders and stakeholders outside of the Office of the Registrar to assess and determine business needs, modify and/or design reports and deploy as needed. Responsible for maintenance and oversight of associated student reporting upgrades.
21. Maintains student data integrity and quality assurance by reviewing data acquisition business processes, data quality evaluations, operational aggregate reporting outputs for all environments.
22. Serves as the Office of the Registrar's liaison with IT Services to author requirements and documentation for new technology, configurations, customizations, and integrations for various enterprise systems.
23. Responsible for the security of student records, ensuring that Freedom of Information and Protection of Privacy legislative requirements are upheld and enforced.
24. Oversight for the maintenance of controls, rules, and validation tables relating to the Banner Student modules and other related systems. Recommend revision and optimization of global rules and controls as the University evolves and/or the interaction between people and systems changes.
25. Maintenance of security protocols for providing staff access to the Banner Student Module and other related systems.
26. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.
27. Contributes to and promotes a safe, equitable, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

QUALIFICATIONS

EDUCATION & EXPERIENCE

- A bachelor's degree, preferably in Computer Science, Information Technology or related discipline;
- Minimum of five (5) years recent related experience in or supporting the Office of the Registrar, in progressively responsible positions related to the Registrar's Office and/or Enterprise Student Information Systems;
- Minimum three (3) years management or supervisory experience in a post-secondary institution. Formal supervisory training is an asset;



- Project Management Professional (PMP) or other project management certification is an asset;
- Successful experience training and managing an effective team and implementing change resulting in improvements to service quality, staff productivity and systems efficiency;
- Or an equivalent combination of education, training and experience.

KNOWLEDGE, SKILLS and ABILITIES

- In-depth knowledge of Canadian post-secondary education systems.
- Demonstrated experience as a functional lead administering a Banner Student module. Experience in a comparable student information system may be considered.
- Demonstrated analytical skills, including problem-solving and needs analysis. Excellent organizational skills, including the ability to set priorities and meet deadlines. Ability to work independently, exercise good judgment and demonstrate initiative.
- Demonstrated experience in enterprise systems including systems testing, systems and business process analysis and documentation, preferably in a post-secondary environment.
- Experience in business workflow design and business process improvements.
- Demonstrated ability to provide direction and manage a number of complex projects to their successful conclusion.
- Proven ability to work with and guide the actions of a technical software team, a functional user team, as well as the ability to work independently.
- Demonstrated experience using database reporting tools that include authoring SQL in an enterprise database system.
- Experience using an enterprise reporting tool such FAST Student, to query a relational database, at an intermediate level.
- Sound understanding of strategic enrolment management concepts and academic policies and processes that contribute to a quality undergraduate experience.
- Proven ability to develop flexible approaches toward work procedures and to exercise tact, diplomacy and conflict resolution skills; uses sound judgement.
- Ability to establish and maintain effective working relationships with University administration, faculty, and staff.
- Ability to communicate patiently and effectively (both verbally and in writing) with a diverse range of people and situations. Actively listens to the issues of others in a manner that elicits cooperation and support. Demonstrates an effective and adaptive skill in communicating with students/individuals under stress.
- Demonstrated ability to interpret and apply policies and regulations.
- Demonstrated ability to model appropriate professional, ethical and collaborative behaviours consistent with the responsibilities of this position.
- Ability to travel between campuses is required.

COMPETENCIES

- **Leadership:** KPU employees inspire, coach, mentor, and support students, employees and KPU as a whole in achieving objectives.
- **Accountability:** KPU employees demonstrate fiscal accountability and take ownership for their actions, decisions and results.
- **Continuous Improvement:** KPU employees take a creative approach to opportunities, exploring unique ways to create optimal value for the KPU community.
- **Collaboration:** KPU employees work in functional and cross-functional teams, coming together to solve complex issues and accomplish objectives that will benefit the KPU community.