



Director,
Enrolment Systems and
Continuous Improvement
Office of the Registrar

Posting: A17-08	Closing Date: July 17, 2017
Position Type: Continuing	Workload: Full-time
Start Date: August 10, 2017	

ORGANIZATIONAL OVERVIEW

Camosun College is a comprehensive community college located on the traditional territories of the Coast and Strait Salish peoples serving the people of the Greater Victoria Region of British Columbia. Guided by an inspiring strategic plan and administered by a professional community of talented faculty, staff and senior executives, Camosun enrolls 18,000 learners each year, including over 1,100 Indigenous students and 1,100 International students. The College has an operating budget of over \$123 million. Across two campuses, Camosun offers more than 160 certificate, diploma, and bachelor's degree programs in arts, sciences, business, health and human services, trades, technologies, sport education, Indigenous studies and adult upgrading. The College is committed to values of relationship with community, inclusiveness, and respect. As a community, we commit to the process of Indigenization of the college – including both programs and services - and to use this learning to improve the learning experiences for the exceptionally diverse range of student needs and backgrounds present within the Camosun community supporting the commitment to lifelong learning and positive student experiences.

POSITION SUMMARY

A forward-thinking and experienced leader, the director, enrolment systems and continuous improvement provides college-wide direction for mission-critical activities including curriculum implementation, the college's course catalogue, academic scheduling and physical space utilization, tuition assessment & billing, and data integrity. The impact of the decisions of this position are integral to the financial health of the institution and the strategic management of student enrolment, and in addition to the above have a direct effect on admissions, registration, student progression and graduation, and student records management.

The director plays a key role in the organizational design and success of the new Student Experience division, and requires the ability to shift and shape culture – not only for the division, but for the way the college manages enrolment (and related) systems and processes. As the principle decision-maker for the Student Information System and related processes, the director leads college-wide system and continuous improvement initiatives that enhance experiences for students, faculty, and staff, serving as a change management and process improvement champion.

The director works independently to provide collaborative and solution-orientated guidance to senior academic and administrative leaders for critical elements related to college and student systems, processes, and Strategic Enrolment Management (SEM).

A competitive salary, opportunities for professional development and an excellent benefit package are offered.

Apply online at www.camosun.ca/careers. We would like to thank everyone in advance for applying, as only those selected for an interview will be contacted.

Camosun College is an Equal Opportunity Employer

The full job description follows below.



EXEMPT JOB DESCRIPTION

Title: Director, Enrolment Systems and Continuous Improvement **Date:** April 28, 2017

Department: Office of the Registrar

Supervises: 10

Reports To: Registrar

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B) JOB SUMMARY

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Exempt Position Vacancy – A17-08 Director, Enrolment Systems and Continuous Improvement

3100 Foul Bay Rd, Victoria, B.C. V8P 5J2

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Human Resources

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C) REPORTING RELATIONSHIPS

This position reports to the Registrar. The Director has ten direct reports, which include:

- One Coordinator, Data Management, Systems and Scheduling
- Two Senior Data Management Analysts
- Five Data Management Analysts
- Two Business Analysts

D) ESSENTIAL JOB FUNCTIONS

BUSINESS PROCESS & PROJECT MANAGEMENT

- Leads campus-wide modernization initiatives directly impacting students, staff, and faculty, including the implementation of self-service technologies and related processes using established business process, project, and change management principles and tools.
- Assesses, coaches, and provides constructive feedback to teams and individuals within the Office of the Registrar and across the college to strengthen system utilization, data management, business process, and project management competencies.
- Ensures that all team members are thoroughly familiar with the policies, protocols, and procedures that guide the work of the units within the Office of the Registrar and beyond.
- Collaborates with - and provides expertise to - other process improvement champions across the college in support of a campus-wide culture of continuous improvement.
- Oversees the development and maintenance of process documentation and training resources for all areas, and ensures team members are technically proficient.

DATA MANAGEMENT & SYSTEMS

- Serves as the primary decision-maker accountable for the student information system, developing and maintaining a high level of both business process and system knowledge to effectively deliver student-centered and solution-oriented consulting to college leadership, deans, and campus-wide stakeholders.

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- Delivers Strategic Enrolment Management (SEM) leadership in the form of business intelligence and related analysis for senior academic and college leadership in support of academic planning, modernization, and efficiency.
- Provides leadership and direction to stakeholders across the college to validate and improve data collection, data standards, data integrity, and reporting.
- Serves as the primary interface between the Office of the Registrar and Information Technology Services (ITS), and works closely with ITS on projects related to Ellucian ERP/SIS products (e.g. Colleague, CRM Recruit, Document Management, Workflow, Self Service, Student Planning), SQL reporting, Infosilem classroom scheduling, XML data interchange, provincial application systems, etc. ensuring peak optimization and utilization of existing systems and platforms.
- Stays current with systems and management practices, new technologies, and software development through self-directed study and by maintaining relationships with colleagues at other institutions.
- Participates in committees, associations, and organizations both internal and external to the college (including Ellucian Colleague-based peer institutions) to keep informed about current trends and provincial/federal requirements.

ACADEMIC SCHEDULING & PHYSICAL SPACE UTILIZATION

- Accountable for all aspects of the assignment, utilization, and optimization of the college's academic space, and provides leadership and expertise to Deans and Chairs, the Registrar, and the VP: Education through the academic planning process.
- Establishes parameters and practices, including delivery patterns, that ensure courses are scheduled in a way that maximizes the student learning experience.
- Responsible for ensuring that sufficient space is allocated for teaching and learning purposes - including when planning new buildings or renovations.
- Oversees room bookings for institution-wide academic and non-academic events and develops/maintains guidelines for users booking space/rooms in consultation with facilities.

STAFF & BUDGET MANAGEMENT

- Provides leadership to team members by coaching, guiding and modeling key behaviours/strategies, encouraging dialogue and providing guidance and advice to facilitate positive resolutions to work issues.
- Works closely with the coordinator to help team members define shared and individual goals, meet target dates, and ensure alignment of team goals.
- Attracts and retains staff by developing and implementing recruitment and selection strategies, providing orientation to staff, and ensuring a stimulating work environment.
- Monitors and assesses performance and employs strategies as appropriate to enhance performance.
- Oversees the effective management of the departmental budget to maximize resources, customer service, and efficiencies.

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E) OTHER FUNCTIONS AND RESPONSIBILITIES

- Serves as acting Registrar at the request of the Registrar;
- Other duties as assigned.

F) KNOWLEDGE, SKILLS AND ABILITIES

- A strong desire to provide exceptional experiences for students;
- Leadership skills and capabilities that include: initiative, sound decision-making, persistence in the face of obstacles, creativity, resourcefulness, resiliency, a sense of humor, humility, honesty, and a willingness to accept responsibility and be accountable for results;
- Able to effectively synthesize data to streamline complex processes;
- Policy development, application, and administration knowledge and experience;
- Strong technical aptitude and curiosity; able to quickly learn new platforms and tools;
- Expert proficiency with Microsoft solutions (including Office, SharePoint, Visio);
- Exemplary interpersonal skills across a diverse range of people and situations;
- Public speaking experience and the ability to share technical and functional knowledge with co-workers, and to communicate in a clear and instructive manner;
- Ability to work under pressure and stay calm in the face of competing demands.

G) QUALIFICATIONS

- Minimum four (4) year undergraduate degree. Advanced study in Business Administration, Leadership, Systems, Project, or Process Management is preferred;
- Minimum of seven (7) years of related system and administrative leadership experience, demonstrating progressive responsibility. Post-secondary experience preferred;
- Experience with Enterprise Resource Planning (ERP) and/or Student Information Systems (SIS); Ellucian Colleague and SQL experience are considered an asset;
- Expertise in business process management, including modeling and gap analysis;
- Experience planning, managing, and executing large-scale projects. PMP or other project management certification considered an asset;
- Expertise in change management principles and methodologies;
- Knowledge of Strategic Enrolment Management (SEM) principles.