



Position Profile

Director of Enrolment Services

Student and Enrolment Services Division (SESD)

Primary Purpose

The Director of Enrolment Services is responsible for strategic planning, leadership, and oversight of the directions, priorities, goals, activities, staff, resources and outcomes of Undergraduate Recruitment, Admissions, Aboriginal Students' Centre; and the International Student & Study Abroad Centre, and ensures that these are in alignment with the university's strategic directions and integrated plan and with SESD's mission and values. The Director contributes to the leadership of SESD and, in collaboration with college leaders and other key stakeholders, plays a key leadership role in developing and implementing strategies to meet the university's enrolment goals with a particular focus on the recruitment, admission, support, achievement and retention of Aboriginal and international students.

Nature of the Work

The Director reports to the Associate Vice-President, Student and Enrolment Services, and is a key member of the Division's senior leadership team. At the institutional level, the Director of Enrolment Services provides direction and guidance in the development, implementation, evaluation and communication of enrolment strategies that reflect the strategic directions, priorities and goals of the University and the Division. In addition, the Director must build relationships with many internal and external partners and stakeholders, including university and college leaders, aboriginal leaders and key secondary school contacts.

Working in partnership with the colleges and other units, the Director of Enrolment Services also has primary responsibility for several key institutional administrative and support units. This position provides leadership and direction to the Undergraduate Recruitment and Admissions units, which include both domestic and international functions, the Aboriginal Student Centre, which supports undergraduate and graduate aboriginal students, and the International Student and Study Abroad Centre, which serves both International students and Canadian students studying internationally. The Director leads a team of approximately 55 employees who serve an undergraduate and graduate student body of approximately 20,000.

Consultation and collaboration with other units, particularly leaders in the direct-entry Colleges, the College of Graduate Studies and Research, the University Language Centre, and University Communications, is critical to the success of this position. Domestic and international travel is expected; a driver's license and valid passport are required.

Accountabilities

The Director of Enrolment Services is accountable for the following outcomes:

Planning & Aligning

- Contributing to, advocating for, promoting and advancing the strategic directions, priorities and goals set by the University and by the Division's senior leadership team;
- Aligning unit plans, strategies, activities and outcomes with the strategic directions, priorities and goals of the University and the Division;
- In close collaboration with academic and administrative partners, leading the development and implementation of unit plans and activities that support the University's enrolment goals;
- Ensuring that the activities of units are appropriately coordinated within the group, with other SESD units, as well as responsive to and collaborative with other parts of the University so as to meet our enrolment goals, improve the experience of both prospective and current students, and advance the image of the institution;
- Providing expert analysis and interpretation of prospective student and applicant data in order to assess strategies and make critical alignments;
- Identifying best practices, issues and trends in undergraduate student enrolment and developing strategies to incorporate/address them.

People and Environment

- Proactively and strategically recruiting and retaining outstanding staff, raising the University's profile and promoting student and enrolment success;
- Building relationships with internal and external partners and stakeholders, including university and college leaders, aboriginal leaders and key secondary school contacts, in order to deliver on the Division's strategic priorities;
- Ensuring the success of direct reports by clearly communicating expectations, providing timely feedback and coaching toward high performance, including the promotion of personal wellness;
- Keeping commitments and holding others accountable for keeping their commitments; maintaining high standards of performance and outcomes;
- Ensuring positive, diverse, inclusive, and creative work and learning environments;
- Acting as a resource to the colleges regarding targeted enrolment strategies in order to ensure alignment with the University and the strategic use of resources;
- Modeling the Division's mission and values and ensuring that they are integrated into the activities of their units.

Financial and Resource Management

- Ensuring that the allocation and expenditure of financial and staff resources are managed responsibly, and are aligned with the Division's mission, vision, values, priorities and goals;
- Ensuring long-term growth and sustainability of the units and their physical, financial, and human resources;
- Delivering required programs, services and activities within existing budgets and staff complement.

Administrative and Student Support Services

- Developing and implementing best practices re: integrated, prospect- and applicant-centred information, services, systems and processes;
- Working with other Divisional leaders to ensure that incoming students can be quickly and easily connected to the information, resources and services they require to be successful;
- Ensuring that structures and processes are developed and implemented that ensure that students are able to easily apply for admission and receive communication regarding decisions in a timely, competitive and inviting manner;
- Ensuring that accurate information, advice, services and financial resources are provided to assist Aboriginal and International students in their transition to and success at the University of Saskatchewan;
- Providing expertise and support to key Committees on campus which focus on International and Aboriginal student priorities;
- Ensuring that effective student support services are designed and delivered that promote physical, mental, and emotional wellbeing and that foster the academic achievement and social integration of Aboriginal and international students
- Working collaboratively to develop, implement and continuously improve policies, processes, services to our prospective, international and Aboriginal student populations.

Risk Management

- Identifying, assessing, and managing risks in planning and delivery of services and programs.
- Communicating University policies and regulations and ensuring compliance with provincial laws and regulations and collective agreements, including human rights legislation.

Qualifications (Education and Experience)

A relevant University degree, preferably at the Masters or Doctoral level, although an equivalent combination of education and experience may be considered. The successful candidate should have a minimum of 5 years of management experience, preferably in a higher education setting. A comprehensive understanding and experience working within an academic environment, with knowledge and experience in the areas of enrolment management and student development are required, as is an understanding of local, national, and international education systems. Previous experience in the development and the implementation of strategic plans is required.

Other Skills

- Exceptional oral, written and presentation skills and the ability to relate effectively with a diverse group of senior administrators, faculty, staff, students and a wide variety of internal and external stakeholders;
- Tact, diplomacy, good judgment and negotiation/conflict resolution skills;
- Established awareness of international/multicultural issues and strong intercultural communication skills;
- Knowledge and experience in working with people from diverse aboriginal cultures and communities in Saskatchewan and Canada, along with a demonstrated understanding of those cultures and communities;

- Demonstrated ability to manage competing interests, projects and deadlines and to fulfill commitments;
- Policy development experience;
- Significant experience recruiting, hiring, managing, motivating and evaluating employees, and creating effective and productive teams;
- Demonstrated ability to initiate, implement and support innovation and change, and enhance programs and services.
- Demonstrated competency in the areas of strategy development and implementation, leadership/vision, support for progress, relationship building, communication, results orientation, and personal effectiveness.
- Demonstrated understanding of student information systems would be considered an asset;

Salary

This exempt position is classified as a Leadership, Phase 2 position. The salary range for the position is \$78,820 to \$130,003. Initial salary offering will be commensurate with qualifications and experience

Contact

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