

Business Transformation Consultant (Term) Office of the Registrar

Dalhousie University is Atlantic Canada's leading research-intensive university and a driver of the region's intellectual, social and economic development. Located in the heart of Halifax, Nova Scotia, with an Agricultural Campus in Truro/Bible Hill, Dalhousie is a truly national and international university, with more than half of our 18,800 students coming from outside of the province. Our 6,000 faculty and staff foster a vibrant, purpose-driven community, that's celebrating 200 years of academic excellence in 2018.

A core unit within the division of Student Affairs, the Registrar's Office is a large, multi-unit, multi-site operation involved in the entire academic experience of Dalhousie students, from recruitment and admissions through to convocation and beyond. We provide critical assistance in support of the academic missions of the institution through a wide range of functions and services and safeguard the integrity of institutional policies and student records. The Processing Unit of the Registrar's Office (RO) contributes to the daily operations of the key functional areas through management of high-volume, complex, document-based processes, and through client services in-person, via phone, and online.

Reporting to the Associate Registrar, Director of Academic Regulations and Services, the Business Transformation Consultation will work closely with the Registrar's Office to drive strategic change and assist in the planning, development, and implementation of a successful business model. This model should reflect leading and emerging practices in higher education, in order to more adequately respond to operational implications of past enrolment growth, current and emerging service and support expectations, and the need to meet future strategic enrolment imperatives.

Key Deliverables:

- Conducts a robust audit of current, complex processes used to support core functional areas across the RO, with the goal of identifying pain points and inefficiencies, improving efficacy and productivity, and optimizing the use of human resources and technology.
- Conducts extensive research and consultation related to best practices for file processing and service approaches in the Canadian (e.g. U15) and global higher education context.
- Researches and recommends new tools and functionality to support registrarial activities; prepares necessary business cases for required resources to effectively and sustainably implement these tools.
- Consolidates research and information in a robust revitalization plan, with clear recommendations and actions on how to improve the work of the Processing Unit.
- Leads and implements recommended transformative changes, resulting in new service model, systems, structures, and processes for the Registrar's Office.

Qualifications: Undergraduate degree required, or equivalent education and experience. Project Management, Change Management or Canadian Business Analyst Professional (CBAP) highly preferred. Five to seven years of progressively responsible and demonstrated experience in analysis, project and change management and transformative business solutions in a post-secondary environment. Demonstrated experience working with student information systems and implementing technology solutions to support business models. A continuous improvement mindset and an exceptional customer service focus are critical for success. The incumbent must demonstrate proficiency in Dalhousie's core and leadership competencies. As per AACRAO, the job holder should also demonstrate creative problem solving, communication and interpersonal skills, well-developed research skills and discernment in making effective recommendations.

Dalhousie University supports a healthy and balanced lifestyle. Our total compensation package includes a defined benefit pension plan, health and dental plans, a health spending account, an employee and family assistance program and a tuition assistance program.

Salary Range: \$66,445 - \$89,896 per annum (ADM07) This is a **two-year** term position. This is a provisional classification. Formal classification procedures will be initiated by the Compensation & Job Evaluation Unit in approximately six months. This position is part of the Dalhousie Professional & Managerial Group (DPMG). For direct access to the posting: <http://dal.peopleadmin.ca/postings/1435>

Applications from university employees and external candidates are given concurrent consideration. Among short-listed candidates, university employees will be given special consideration. We thank all applicants for their interest, however, only candidates selected for an interview will be contacted.

Dalhousie University is committed to fostering a collegial culture grounded in diversity and inclusiveness. The university encourages applications from Aboriginal people, persons with a disability, racially visible persons, women, persons of minority sexual orientations and gender identities, and all candidates who would contribute to the diversity of our community. For more information, please visit www.dal.ca/hiringfordiversity