



**AGA KHAN UNIVERSITY
REGISTRAR
Based in Nairobi, Kenya or Karachi, Pakistan**

AGA KHAN UNIVERSITY

Chartered in 1983, Aga Khan University (AKU) is a private, autonomous and self-governing international university, with 13 teaching sites in 5 countries over three continents. An integral part of the Aga Khan Development Network, AKU provides higher education in several disciplines, carries out research pertinent to the countries in which it operates. It has almost 2,500 students and 14,000 staff.

The University is both a model of academic excellence and an agent of social change. As an international institution, AKU operates on the core principles of quality, relevance, impact and access.

THE REGISTRAR

The University Registrar is responsible for providing strategic leadership and direction to the Office of the Registrar and its mandate to support the student experience, student success and the academic mission across all of the University's campuses: Pakistan, Kenya, Tanzania, Uganda and the UK.

The Registrar provides leadership for academic quality assurance and administration, including policy development, program planning and approval, accreditation and regulatory compliance with various government and regulatory agencies, the academic secretariat, and ensuring that AKU's standards for admission, enrolment, academic progression, and graduation are safeguarded.

In addition, the Registrar is responsible for the day-to-day operation of the Registrar's Offices in Pakistan, East Africa and the UK, including the integrity of student records, the maintenance of the student information database and course repository, enrolment management, the issuing of transcripts, and the university's convocation ceremonies.

Reporting to the Vice Provost, Academic Affairs the University Registrar will develop and implement a strategic plan for the Office of the Registrar that aligns with and supports AKU's strategic plans.

POSITION RESPONSIBILITIES

Leadership and Strategic Vision

- Provides visionary leadership to the Office of the Registrar; develops and implements a strategic plan for the Office of the Registrar that aligns with and supports AKU's strategic plans
- Plans, recommends, develops, and implements academic and administrative policy, structures, and systems
- Leads the development of highly effective teams
- Provides a positive and supportive environment for people from all backgrounds in which to work and study, recognizing especially the diversity of programs, cultures, and intellectual traditions
- Communicates regularly with students, faculty, and staff
- Inspires and capitalizes on connections among people, ideas and opportunities
- Plays an active leadership role in the University as a whole.

Program and Service Delivery

- Provides strategic direction on the scope and nature of all programs and service delivered by the Office of the Registrar, while ensuring attention to details
- Continually evaluates and enhances the methods and approaches used in serving undergraduate and graduate students, staff, and faculty
- Leads the ongoing assessment, prioritization, and renewal of student services and systems in collaboration with the campus community to ensure functionality of core support administrative services
- Provides industry insight and knowledge on best-practices in registrarial services to ensure that AKU remains competitive
- Develops and implements an overall organizational staffing structure that ensures the delivery of contemporary programs and services
- Prepares, administers, and controls departmental/unit budget and revenue forecasts and ensures resource availability

PERSON SPECIFICATIONS

The successful candidate will have proven expertise in the wide range of registrarial operations. A demonstrated commitment to continuous improvement to the student experience and to service excellence is imperative for success in the role. An ability to interact at senior administrative levels and to articulate a vision of positive future impact on undergraduate and graduate student life, through best and modern practices is essential. Experience working in an international environment would be advantageous.

Background

- A postgraduate university degree is preferred, however, a combination of advanced education and experience will be considered.

Experience

- Progressive leadership in a complex administrative environment, combined with the ability to coordinate, manage, leverage and integrate the efforts of faculty, staff and students
- Exceptional leadership skills; able to lead in a complex environment with multiple stakeholders

- Ability to engage a broad range of people in the pursuit of organizational vision and goals
- Ability to manage change within a dynamic university environment
- Experience developing a high performing team and leading in a manner that is collaborative and inclusive of the entire University community
- Experience in electronic records management
- Strategic judgment in identifying goals, setting priorities, and making appropriate choices regarding tactics and resources to achieve those goals
- Ability to collaborate and develop trusting and constructive partnerships
- Ability to respond to and creatively deal with issues of equity and diversity with an aim to facilitate an inclusive working environment
- Experience supporting the learning, teaching and research of colleagues and students
- A commitment to undergraduate and graduate student recruitment, retention, engagement, and success, including a willingness to communicate with students as individuals or in groups and to become engaged in student issues
- A commitment to service excellence within the university community and the broader external community
- A commitment to system renewal and enhancement, as well as multiple system upgrades, to meet the changing expectations of students, the strategic goal of technical currency, and to remain competitive in the increasingly challenging post-secondary institution environment
- Experience working with enrolment management systems, procedures, and processes
- Experience in managing and leading the development of project plans and budgets to support results and outcomes

Personal Qualities

- Exemplary interpersonal skills
- Visionary
- A strategic thinker and superior problem solver
- Strong communicator
- Candour and courtesy
- Personal integrity of the highest order
- Highly collaborative
- Optimism, resiliency and flexibility
- Ability to appreciate the impact of decisions on a broader system

To Apply

The University has engaged an international search firm, Boyden for the recruitment of this role. Interested candidates should submit a cover letter and detailed Curriculum Vitae, with names and email contacts of three professional referees to registrar@boydenme.com

Only shortlisted candidates will be contacted.