

Job Description template - University Registrar

University Registrar Vancouver Island University

Reporting to the Vice-President, Students, the University Registrar provides strategic and operational leadership across the full student lifecycle, including recruitment, admissions, registration, records, course scheduling, graduation, and the student information system. As a trusted advisor and collaborative partner, the Registrar contributes to academic planning, policy development, quality assurance, and service innovation in support of both divisional and university-wide priorities.

The role leads a significant, multi-campus portfolio, fostering a culture of service excellence, inclusion, and continuous improvement, and ensuring consistent, accessible, and student-centred services across VIU. Working closely with partners across the institution, including academic leadership, Student Affairs, Indigenous Education and Engagement, and Information Technology, the Registrar helps align strategy, people, processes, and systems to support both student and institutional goals. With a strong enrolment management perspective, the role draws on data and insight to inform planning, strengthen decision-making, and advance integrated, responsive services that support student success, academic integrity, and a connected experience from the first point of contact through to graduation.

Duties:

- Leads a service-oriented, enrolment management-informed Office of the Registrar supporting learners across three campuses
- Advances institutional enrolment goals and an exceptional, student-centred experience from prospect to graduation
- Acts as a trusted advisor and primary collaborator, contributing to academic planning, policy, quality assurance, and service innovation
- Champions service excellence through connected, technology-enabled systems, processes, and workflows
- Provides leadership to approximately 50 staff through three direct reports, fostering a collaborative, inclusive, and high-performing team environment
- Partners across the institution, including Academic and Student Affairs, Indigenous Education and Engagement, IT, and Deans, to align services with student and institutional needs
- Uses data and analytics to inform enrolment planning, service models, and decision-making, including application and admissions trends and student success indicators
- Supports continuous improvement and change initiatives to enhance operational effectiveness, service delivery, and student experience
- Represents VIU in external partnerships and post-secondary collaborations at the regional, provincial, and national levels.

Required Qualifications:

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A relevant graduate degree (e.g., business administration, information systems, educational administration, data science, or a related field) and a minimum of 10 years of senior-level experience in a post-secondary environment with a strong record of progressive leadership and achievements. Candidates must demonstrate a strong service orientation and expertise in strategic planning, operations management and project management, as well as a strong understanding of post-secondary enrolment and registrar-related functions. An equivalent combination of education and experience may be considered. Please note that candidates are requested to address the required and preferred qualifications in their cover letter.

- Ability to lead complex, institution-wide change initiatives, including implementation of new systems, service models and processes.
- Strong political acuity and governance awareness, with the ability to navigate and influence within post-secondary governance structures.
- Advanced analytical and data literacy skills, including interpretation of data and use of evidence to support planning and decision-making.
- Expertise in leading digital and systems strategies, including oversight and optimization of student information systems and technology-enabled services.
- Well-developed judgement and risk management capability, with the ability to respond to complex, sensitive or high-impact situations.
- Proven capacity to design and deliver student-centered services across the full student lifecycle.
- Strong relationship-building and collaboration skills, with the ability to work effectively across academic and administrative units.
- Highly effective communication skills, including conveying complex or sensitive information and advising senior leadership.
- Proven leadership in fostering equity, diversity, accessibility and inclusion initiatives while continuously expanding knowledge and competencies in these areas.
- Knowledge of and commitment to Indigenous engagement, reconciliation and decolonization in a post-secondary context.

Preferred Qualifications:

- Experience working within a unionized environment, including familiarity with collective agreements and labour relations practices.
- Experience applying continuous improvement methodologies to enhance service quality, processes and operational effectiveness.
- Experience building and sustaining external partnerships within the post-secondary sector or related organizations.
- Familiarity with data governance practices and frameworks, including data stewardship and accountability.

Pay Level:

Excluded Pay Band 15: Minimum salary is \$153,160 and maximum salary is \$174,045.

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Learn more:

A detailed position profile is available. To apply:

<https://careers.viu.ca/vacancy/university-registrar-603791.html>

Why VIU

Located on the traditional territories of several Coast Salish Nations, VIU is grounded in connection, inclusion, and place. It offers a unique opportunity to contribute to a university that values community impact, access to education, and meaningful student experiences.

VIU at a glance

- Approximately 12,000 students annually
- Learners from 85 countries
- More than 100 programs across academic and trades education
- Deep community connections across Vancouver Island and coastal British Columbia
- Strong commitment to access, inclusion, and student success

Living in Nanaimo

Nestled on the east coast of Vancouver Island, Nanaimo offers an exceptional place to live and work. With a mild climate, easy access to nature and outdoor recreation, and a strong sense of community, the region supports a high quality of life.

As home to VIU, Nanaimo fosters a vibrant university community with deep local connections, short commute times, and access to both urban amenities and the natural environment.