



UNIVERSITY COLLEGE CAYMAN ISLANDS

Job Description

1. DESCRIPTION

Title:	Director - Admissions and Registration
Jobholder:	
Reports to:	President & CEO

2. DIMENSION

The Director - Admissions & Registration directs the activities of the Admissions and Registration Office of UCCI, including new student admissions, registration of students, scheduling functions including courses and final examinations, institutional reporting, maintenance of student records, maintenance of the academic catalogue and setting the overall direction of registration and admissions processes and standards. The Registrar is responsible for strategic enrolment management including the development, direction, implementation, and evaluation of all recruitment activities to meet performance expectations and development of a strategic enrolment plan. Leading a team of individuals, the Registrar will be responsible for ensuring integrity and accuracy of student data and reporting of institutional outcomes internally and externally as well as providing relevant management information to facilitate decision-making by academic and administrative departments and to external stakeholders.

3. TERMS OF APPOINTMENT

The Director - Admissions & Registration is appointed by the President.

- An appointment as Director - Admissions & Registration is for a contractual period determined by the President, or his/her designee.
- Continuation of appointment as Director - Admissions & Registration is subject to a satisfactory annual performance review.

4. CRITERIA FOR APPOINTMENT

- A minimum of a Master's degree in a business or education related field.

SCHEDULE A

- At least 10 years of professional work experience in a college or university in an administrative or supervisory capacity with evidence of progressively increasing responsibility to a senior management level.
- Demonstrated ability to successfully lead an enrollment and registrar unit to achieve stated annual and multi-year performance outcomes.
- Strong commitment to evidence-based management
- Ability to move seamlessly between strategic priorities and analyses that lead to effective decision making.
- Demonstrated ability to manage staff through effective performance management and goal setting

Knowledge, Skills and Abilities

- Strong leadership and interpersonal skills and the ability to lead collaboratively in an environment of change and growth
- A sound understanding of university governance structures and academic policies and regulations in higher education.
- Demonstrated ability to engage in recruitment planning and implementation, data and trend analysis, and program development.
- A record of enrolment experience serving adults and high school graduates in campus, online and hybrid modalities.
- Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of students.
- Experience in developing and implementing enrollment management activities, with additional experience in outreach and admissions, recruitment and marketing.
- Knowledge and experience with an Enterprise Resource Planning (ERP) system preferred.
- Proficiency with student information, CRM and course scheduling systems
- Effective management, strategic leadership, supervisory and team-building skills
- Ability to be a strong decision-maker, with transparency in decision-making and management
- Strong organizational and communication skills
- Ability to work effectively with students, parents, faculty, administrators, staff, alumni and the general public
- Ability to think critically, strategically and creatively regarding enrollment and admissions management
- Demonstrated ability to implement and assess improvements to services
- Demonstrated ability to commit to quality and integrity
- Demonstrated ability to impact and lead diversity and organizational change initiatives
- Demonstrated ability to collaborate and build internal and external partnerships
- Demonstrated ability and willingness to delegate effectively and to hold direct reports accountable
- Demonstrated ability to adjust operational plans as needed to meet enrollment expectations
- Demonstrated ability to clearly communicate enrollment vision with yearly goals identified
- Demonstrated ability to commit to the school's mission and strategic plan
- Demonstrated ability to make good, consistent and fair decisions based on fact and data
- Demonstrated ability to work with cross-functional teams and to foster teamwork

5. Accountabilities

SCHEDULE A

The Registrar shall be accountable to the President of the University College of the Cayman Islands for the following:

Institutional Commitment

- a) Service – promotes the social and intellectual growth of all students at UCCI.
- b) Professionalism – recognizes diversity in UCCI's organizational culture; understand department and UCCI policies and promotes an environment conducive to learning; demonstrates a professional conduct in discussing and dealing with internal issues; maintains balance of work and personal life while engaging in new knowledge to enhance personal growth and skills; and adheres to UCCI policies regarding social conduct, attendance and dress code.
- c) Privacy and Confidentiality – engages in a confidential and professional manner all conversations, written and electronic information regarding students and in accordance to UCCI's privacy and legal requirements.
- d) Communication – maintains good relationships with UCCI's clients including the students, visitors, and other colleagues, even when facing pressure situations and when confronted.
- e) Commitment to colleagues – shows respect for colleagues; and provides constructive feedback when needed.

Accountabilities Specific to the Role

- a) Oversees registration, withdrawal, degree audit, transcript evaluation, orientation, graduation and diploma processing, academic catalogue, residency classification, final grade processing, records maintenance, and transcripts processes. Researches, analyzes, and resolves student disputes as they relate to admissions, registration, and records.
- b) Develops and maintains effective communication with internal and external stakeholders related to Registration & Records, collaborates with other areas of the college to provide a smooth registration process for students, plans peak registration, interacts with academic departments to resolve problems, evaluates programs and services, and assists with budget related issues.
- c) Provides leadership and develop recommendations for the implementation of related technology application in support of enhanced services offered through Registration and Records.
- d) Provide entrepreneurial vision and leadership to develop and implement strategic enrollment/recruitment goals and measurable objectives and strategies using best practices.
- e) Work collaboratively with marketing to establish and implement marketing objectives and plans to ensure the recruitment funnel is populated with qualified prospects and that an effective nurturing strategy is executed.
- f) Develop and evaluate predictive analytics and statistical modeling from CRM and other datasets to create and meet enrollment goals.
- g) Collaborate with Student Life to develop strategies to maximize utilization of scholarships and other financial aid to strengthen recruitment.

SCHEDULE A

- h) Communicate effectively with all internal and external constituents (written and spoken) to cultivate and maintain strong partnerships.
- i) Effectively use a modern CRM to manage prospective students.
- j) Provide oversight for enrollment strategies involving individualized recruiting efforts of specific targeted student groups.
- k) Oversee all broad-based mass recruitment efforts to achieve enrollment goals.
- l) Successfully lead, coach and develop team members of all experience levels.
- m) Work closely with institutional data to analyze and inform strategic decision making.
- n) Fields student requests for exceptions to policy and determines which circumstances may be eligible; provides on-the-spot upper level enrollment services such as registration overrides and back-dating, among other similar functions, as appropriate.
- o) Engage in a high level of collaboration within and outside the organization to support UCCI's mission through a comprehensive enrollment strategy; provide exceptional customer service to all constituents including but not limited to faculty, staff, students, prospective students, and the community at large.
- p) Lead and supervise the development of institutional effectiveness reports and ensure that all accountability reports required for accountability reporting are accurate and delivered in accordance with contractual obligations.
- q) Lead and supervise the development of semester course scheduling and final exam schedules that maximise space utilization, and lead to improved enrolment and retention.
- r) Oversee the operations of the Brac campus through the supervision of the Deputy Registrar and other operational staff.
- s) Develops annual operational plans including targets, OKRs and KPIs.

Other Accountabilities

- a) Provides advice to the UCCI's Hurricane/Disaster Emergency Committee.
- b) Serves as member of the Administrative and Academic Committee, the President's Executive Leadership and the Curriculum Committee.
- c) Other functions deemed necessary and assigned by the President from time to time for the efficient functioning of the Registrar's Office and the University as a whole.

6. ASSIGNMENT AND PLANNING OF WORK

The post holder will identify and allocate to himself/herself projects and activities within the scope of the responsibilities, as laid down in the Accountabilities Specific to the Role and under the supervision of the President of UCCI.

7. SUPERVISION OF OTHERS

The post holder will be responsible for the Director - Admissions & Registration's team, which includes individuals in Grand Cayman and Cayman Brac.

8. OTHER WORKING RELATIONSHIPS

Internal:

- President

SCHEDULE A

- All Staff

External:

- Board of Governors
- Public and Private Primary, Secondary and Tertiary Schools
- Government and other SAGC's
- Alumni

9. DECISION MAKING AUTHORITY

The post holder may take decisions on matters within the ambit of the principal accountabilities. Generally, various projects assigned and within the overall guidelines established for the Section's operation. Postholder is responsible for developing, managing, and ensuring accountability to university KPIs and the departmental budget. Budget oversight of \$400,000.

10. WORKING CONDITIONS

- a) Occasional evening and/or weekend hours are required for this position. Additional hours during peak periods as needed.
- b) Must be able to lift on occasion up to 20lbs to set up and break down special admissions events
- c) Standard office conditions
- d) Repetitive use of a keyboard at a workstation
- e) Stand at events or sit behind a desk for long periods of time

SIGNED for and on behalf of the University College of the Cayman Islands by:

Post-holder		Date:	
Manager:		Date:	
President & CEO:		Date:	