

VISION STATEMENT:

To be the leading dual-sector transformative university predicated on inclusiveness, innovation and accessibility for Fiji and the Pacific.

MISSION STATEMENT:

To serve the people of Fiji and the wider Pacific region with leadership that engages with people and communities, respects partnership, enhances excellence, and provides education and skills that promote sustainability through research with real world impact and contributes to self-development.

1. POSITION DETAILS

Position : Registrar

Incumbent : Mr/Mrs

Grade :

Division : Office of Registrar

Department : Administration

Location : Nasinu Campus

Reports to : Vice Chancellor through Pro-Vice Chancellor Learning & Teaching

2. PURPOSE

The purpose of this position is to ensure that the Office of the Registrar promotes access to campus services and maintains timely and accurate records of the progress and accomplishments of students and alumni. In its role as custodian of records, the Registrar guards the integrity and security of those documents as well as the students' legitimate rights to access information from them. The Office of the Registrar supports the educational and administrative responsibilities of academic faculty and professional services staff by gathering and disseminating data efficiently and expediently and by designing and implementing administrative procedures that will ensure the consistent, equitable application of institutional policies and regulations. In all areas, the Office of the Registrar strives to investigate and utilise advanced technologies to accomplish its goals.

3. ORGANISATION CHART

Position of Your Immediate Supervisor: **Vice Chancellor through Pro-Vice Chancellor Learning & Teaching**

In the table below write down the positions reporting to you (if any). For each of those positions, indicate the number of staffs reporting to them.

Positions Reporting to You	No of Staff Reporting To Them
TBA	TBA

4. KEY ACCOUNTABILITIES

- Lead the formulation of the Office of the Registrar's strategy, staffing structure and resources in support of the University strategic plan and ensure that service objectives are successfully met.
- Lead the design and delivery of excellent student services across the student lifecycle by developing robust systems and processes to govern admissions, registration, progression, scheduling examinations to graduation and benchmarked against best practice in service delivery.
- Provide leadership and management of all centrally provided student services, including provision for students' experience, health and welfare, the Student Counselling service, the Careers Service.
- Working in close collaboration with the PVC Learning and Teaching, lead the development, oversight and implementation of institutional academic policy and the University's academic regulatory framework.
- Lead the development and oversight of the management of data relating to University's Student Records System ensuring that the institution has appropriate systems and mechanics to track students' progress and safeguard data, compliant with the relevant legislation and policy.
- Provide a workflow, linking all the tasks related to students experience from enrolment to graduation.
- Oversee financial planning for the Office of the Registrar to ensure its various sections operate efficiently within budget and provide value for money. Initiate and implement ways of improving efficiency and effectiveness to engender a culture of continuous improvement.
- Lead, develop and manage staff within the Office of the Registrar to provide a professional working environment that enables staff to meet and exceed their potential.
- Work across the University as a senior member of professional staff and bring broader knowledge and expertise to pan-University work outside their direct areas of responsibility.
- Work with senior staff across the University to maximise the University's external profile. This may involve working directly with external print and broadcast media.
- Oversee the development, implementation and the interpretation of institutional academic policy and the University's quality, standards and regulatory framework and academic governance, ensuring that all aspects of student administration and academic quality assurance and enhancement are aligned with the strategic aims of the University and compliant with internal/external requirements.
- Ensure high levels of engagement and satisfaction with key internal stakeholders including Divisions, Departments, Colleges and student representatives
- Foster productive external relationships and represent the University externally as required.
- To undertake any other duties/ special projects assigned by the **Pro-Vice Chancellor Learning & Teaching** from time to time

5. KEY CHALLENGES

- Managing and adapting to evolving higher education policies and regulatory frameworks while ensuring compliance and best practices.
- Adapting to technological advancements and integrating innovative solutions to enhance student records management and academic services
- Ensuring data integrity and security while providing seamless access to academic records in compliance

- Leading change management initiatives to enhance the student experience and administrative efficiency within the University.

6. AUTHORITY LEVEL

Operating Expenditure : As per the Scheme of Financial Delegation Policy

Capital Expenditure : As per the Scheme of Financial Delegation Policy

Others : As per the Scheme of Financial Delegation Policy

7. QUALIFICATION & EXPERIENCE

- A earned PhD OR Master's degree in education, administration, or a related field from a recognised University.
- Significant years of experience in higher education administration, particularly in areas related to student records, registration, academic advising, data management, banner experience.
- Prior experience of working in academic administration at a senior level.
- Proven leadership in a range of demanding and influential roles.
- Proven experience in leading successful organisational change.
- Extensive experience of working within a regulatory framework.
- Excellent communication and interpersonal skills, with the proven ability to build productive relationships with senior management and external stakeholders.
- A commitment to the University's mission and a sound understanding of the operation of the university.
- Experience of managing the development of business systems or service improvements, scoping major IT systems.
- Excellent understanding of the full range of student administration and related services including registry functions, academic records, student admissions and outreach, funding, student data and analysis, examinations and degree conferrals, careers/internships, counselling, student health and welfare, sport, and the student IT experience.

8. KNOWLEDGE & SKILLS

- Extensive knowledge and experience of the higher education sector in Fiji and a wide-ranging network of contacts within the sector.
- Strategist with the ability to see the big picture clearly, with sound insights, instincts, creativity, flair, and the ability to exploit these qualities in others.
- Able to champion and oversee the Office of the Registrar's contribution to the University's strategy and to lead the Division's strategies and plans.
- Able to maintain an overview of wider strategies and developments that impact upon own area.
- Able to make judgements on significant new problems where precedent may not apply.
- Able to develop innovative solutions and practical implementations for strategic and operational change.

**FIJI NATIONAL UNIVERSITY
JOB DESCRIPTION**



- Inspirational leadership qualities together with evidence of managing successfully and delegating through a non-direct report structure. Considerable personal presence is required to achieve visibility through a disparate internal and external audience.
- Able to implement successful change management initiatives and formulate strategic plans that reflect and support the priority needs of the University.
- Able to recognise and deal with obstacles and difficulties.
- Confident communicator able to explain and discuss education and student experience activities within the University.
- Ability to write clearly and concisely and present information to disseminate management information on a regular and timely basis.
- Flexibility to work unusual hours on occasions.
- Have good Knowledge of current technologies in student management database, and standard Microsoft Office applications.
- Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner and work independently while contributing to the team environment
- Ability to effectively identify and resolve problems and to maintain strict confidentiality related to sensitive information
- Ability to analyze problems, identify solutions and takes appropriate actions to resolve problems using independent judgment and decision-making processes is required.
- Ability to establish and maintain effective working relationships with other department staff, faculty, students and the public.
- Ability to relate effectively and sensitively to students and staff from a variety of backgrounds and cultures.

9. WORKING RELATIONSHIP

INTERNAL	Frequency
Council members, Vice Chancellor, Deans and Director, Pro Vice- Chancellors	Daily/weekly/monthly
School heads, Department heads and all the staff members	As and when required

EXTERNAL	Frequency
Industry / Other Directors in other Universities, Schools and Divisions; NGOs; Relevant Govt. Ministries	As and when required

10. JOB DESCRIPTION AND VARIATION OF EMPLOYMENT CONDITIONS

It is acknowledged and agreed that from time to time as result of the evolving needs of the employer, the Employee may be required to upgrade his/her qualifications and/or to alter the position or role tasks that are to be carried out. Such alterations shall not be deemed to be a variation of this job description or a breach of its terms providing the substantive nature of the employment remains consistent with the parties' intention at the time of contracting.