

Job Description

Job Title:	Associate Registrar, Student Services, Awards and Financial Aid
Department:	Registrar's Office, Student Awards & Financial Aid and Student Service Centre
Reports To:	University Registrar
Jobs Reporting:	Manager, Undergraduate Awards; Associate Director, Student Awards & Financial Aid; Assistant Director, Financial Aid Process & Policy; Financial Aid Specialist, Part-Time OSAP & Bursaries, BSWD and UW Work Study, Manager, Student Communications, Manager, Student Service Centre
Salary Grade:	USG 15
Effective Date:	October 2025

Primary Purpose

In support of a vibrant student experience, the Associate Registrar, Student Services, Awards and Financial Aid is the senior executive in the Registrar's Office accountable for the leadership, strategic planning, and effective delivery of integrated services to students and the campus community through the mandates of the Student Service Centre (The Centre) and Student Awards & Financial Aid (SAFA).

The Associate Registrar is responsible for building and fostering the environment for a culture of excellent student service, where a positive student experience is of the utmost priority. The Associate Registrar will create and manage efficient business processes to facilitate the responsibilities of these two units. The Associate Registrar will lead the relationships with students, the faculties, and other key campus partners to ensure the effective coordination and delivery of our programs. They also work collaboratively with counterparts at other Ontario universities and senior managers in the Ministry of Colleges, Universities, Research Excellence and Security (MCURES).

Key Accountabilities

Strategic Direction of Integrated Student Support Services

- In consultation with partners, leads the development of the long-term vision and planning for student support services.
- Develops The Centre and SAFA's annual plans and priorities by incorporating student and partner feedback.
- Advises and makes recommendations to senior committees and councils.
- Liaises externally with professional, community and government organizations, and agencies on behalf of the institution.
- As a campus leader in customer service, advocates for and supports improvements in all interested areas.
- Nurtures a strong student-centered mindset amongst staff, ensuring student services provided are supportive, innovative, responsive and of the highest quality.
- Communicates strategy, operations, and outcomes of service delivery to senior administration, students, and campus colleagues.
- Liaises with appropriate University committees and working groups to ensure that staff remain current on University policies and procedures.
- Ensures the effective utilization, deployment, and development of human and capital resources.
- Oversees hiring and development of managers within their units.

Provision of Exceptional Service to Students and Campus Partners

- Strategically selects and deploys hardware, software packages, tools and techniques required to provide an efficient working environment for the team.
- Leads the university's one stop student service centre, The Centre, a partnership between multiple departments which provides centralized service to students.
- Oversees the consulting, training, communications, support, and services required to support these units.
- Initiates and leads the development or modification of operational initiatives and procedures as new needs arise and new systems are developed.
- Responds to and anticipates needs of students and on campus partners, providing guidance and alignment of services and support to ensure success.
- Works in partnership with the Registrar's Office Systems team and Information Systems & Technology representing student needs in the evaluation, installation, testing and ongoing maintenance of purchased or locally developed software.

Senior Leadership and Budget

- As part of the leadership team within the Registrar's Office, offers thoughtful leadership and participates in the formulation, interpretation and implementation of policies affecting the Registrar's Office in evaluation and planning for staffing, strategic enrolment management, financial aid, student support, and the overall planning of Registrarial activities.
- Develops and manages various budgets, including government funding intake and expenditures and unit budgets. This includes Tuition Fee Set-Aside funding, scholarships, bursaries, awards, Ministry and donor bursaries and scholarships, OSAP and other provincial financial aid. This also includes the strategy and direction of The Centre's revenue sources.
- Contributes to reports for senior leadership involving The Centre and SAFA.
- Supports and participates in a number of other activities for which the Office is responsible including convocation, final examinations, recruitment events and such general and specific duties and assignments that may be determined by the Registrar.

Government Financial Aid Administration

- Ensures that all relevant MCURES financial aid policies and procedures are interpreted correctly, executed efficiently while ensuring a positive student experience.
- Assesses student needs for government-funded bursary programs, effectively advocates for adequate funding allocations, and effectively manages the resources allocated for these programs
- Prepares files and responds to MCURES audits regularly performed and ensures that records-keeping regulations are created and maintained.
- Sets the limits of discretion that can be exercised at various levels and ensures that exceptions are adequately documented and consistently fair. Sets the requirements and integrity of fair and compassionate oversight of appeals and exceptions.

Interprets Government Financial Aid Policy

- Applies detailed knowledge of student needs in the development and oversight of financial aid, bursaries, and merit-based scholarships.
- Oversees all financial assistance and academic scholarship programs administered on behalf of the university by SAFA. These include programs sponsored by provincial and federal government agencies, numerous endowed scholarships, and programs sponsored by other public or private agencies.
- Assesses the impact of policy changes on SAFA and the university-at-large, and plans and coordinates the implementation of revised policies and procedures.

Administers the Tuition Fee Set-Aside Program

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- Advises the Registrar, Associate Provost, and the Provost on the strategic use of set-aside funds which support undergraduate entrance bursaries and scholarships, undergraduate and graduate term bursaries, international experience awards, and work placement and work study program
- Develops and justifies budget proposals, oversees the automatic or individual adjudication of student eligibility, manages efficient and effective procedures for the timely disbursement of funds and ensures accurate reporting, which is subject to regular government audit and scrutiny
- Recommends strategic management of the work placement program, develops budgets, allocates jobs across campus, manages salary authorizations, and ensures accurate reporting.
- Oversees the selection of students and the disbursement of bursaries from endowed bursary funds.
- Monitors the annual investment return in each fund and plans allocations from each fund accordingly.
- Critically assesses bursary selection and disbursement history and recommends changes to criteria where the bursary does not meet the needs of the student or address the wishes of the donor.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University degree or equivalent post-secondary education and post-secondary work experience

Experience

- 8-10 years of progressive leadership experience with a proven track record of achievement and success within student services and financial aid.
- Experience in financial analysis and budget development.
- Demonstrated managerial and leadership skills with highly developed human resource management abilities.
- Proven success in a dynamic and diverse work environment, attributed to strong management and change management experience.
- Experience in financial reporting and/or management reporting and/or budgeting.

Knowledge/Skills/Abilities

- Ability to foresee services that meet the needs of students and the university.
- Ability to effectively present strategies and plans to senior management.
- Demonstrates initiative to improve student service, financial practices, and establish standards.
- Possess advanced analytical and problem-solving skills.
- Ability to quickly assimilate and analyze information and data.
- Strong project management skills.
- High degree of planning and coordination skills.
- Excellent written and verbal communication skills for varied audiences.
- Excellent relationship-management skills to work with a variety of partners both on and off campus.
- Understanding of issues and trends affecting post-secondary education.
- Knowledge of software systems such as PeopleSoft, Atlassian, CRMs, and in-person, phone and email queuing systems and Microsoft Suite.

Nature and Scope

- **Contacts:** Works closely with senior staff in the Registrar's Office; Graduate Studies and Postdoctoral Affairs, Student Financial Services, International Experience Centre, and uWaterloo Life, Associate Registrars of other partner units; and Associate Deans, and faculty staff. They must also work effectively with the senior managers at other Ontario universities and the Ministry of Colleges, Universities, Research Excellence and Security. When planning the use of government funds and programs, the role works closely with the Integrated Planning and Budgeting Office, Finance Office and Institutional Analysis & Planning. The successful candidate will be able to communicate effectively with university leadership, partner units, and gain the trust of students; be proactive in communicating with other partners; and understand and practice a high degree of confidentiality, trust, and good counsel. The candidate must be able to influence, inform, and collaborate with a varied group of contacts across campus. The incumbent must be adept at building relationships, gaining consensus, and developing important partnerships.
- **Level of Responsibility:** This position is responsible and accountable for the overall results of the Student Awards & Financial Aid Office and the Student Service Centre. The position is responsible for overseeing the integrity of financial aid and student awards data, accountable for interpreting government funds reports and, and tracking use of funds. The position must assess the needs for students, for both financial supports. The position requires a highly motivated and independent, self-directed individual to work in a team environment. The incumbent will work collaboratively with a cross-functional team of internal partners. In addition to working closely and taking direction from the Registrar, the position will collaborate closely with faculties, department heads and senior management. The incumbent must negotiate, collaborate, and formulate strategies with a high degree of diplomacy, and act decisively from formulated research and partners' input.
- **Decision-Making Authority:** Provides senior executive leadership with far-reaching impact on the university's reputation, financial aid strategy, student support success planning, and staff organization and management. Exercises sound judgment to identify optimal solutions to complex challenges, ensuring alignment with institutional priorities and student needs. Holds accountability for the oversight and strategic direction of services related to financial aid, scholarships, bursaries, and student support. Develops policies, conducts research, and establishes frameworks that significantly influence student engagement and experience. Collaborates closely with the Registrar and university committees to implement changes driven by strategic planning, academic decisions, university-wide initiatives, and evolving government legislation.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.
- **Working Environment:** Minimal Travel. Regular working hours, some evening/weekend work required.. High volumes of work. Multiple and/or tight deadlines beyond one's control with regular interruptions.