



UNIVERSITY COLLEGE CAYMAN ISLANDS

Job Description

1. DESCRIPTION

| | |
|-------------|----------------------------------------|
| Title: | DEPUTY REGISTRAR – GRAND CAYMAN |
| Jobholder: | |
| Reports to: | REGISTRAR |

2. DIMENSION

The Deputy Registrar will work closely with the Registrar to configure and implement student records policies, procedures, and initiatives which support the objectives of the University, compliance with internal and external policies, and the strategic plan of the University. The Deputy Registrar assists with the planning, organization and management of all the activities related to the operations of the Office of the Registrar. Specific administrative functions relate to registration, scheduling, records management and ad hoc project leadership.

3. TERMS OF APPOINTMENT

- The Deputy Registrar is appointed by the President.
- An appointment as Deputy Registrar is for a contractual period determined by the President, or his designee.
- Continuation of an appointment as is subject to a satisfactory annual performance review.

4. CRITERIA FOR APPOINTMENT

- Minimum: Bachelor's degree in education, business or related field. Master's Degree preferred.
- Three or more years of experience working in administration and/or records management, experience in higher education, in a Registrar's Office, preferred.

Knowledge, Skills and Abilities

- Candidates must possess excellent analytical, multitasking and conflict resolution.
- Excellent computer skills in a Microsoft Windows environment. Must include Excel, Word and skills in database management and record keeping.
- Superior organizational skills, attention to detail, and ability to prioritize and manage critical, time-sensitive work and decisions.
- Effective communication and interpersonal skills, written and oral.

- Knowledge of information systems required, experience with student information systems preferred.
- Ability to work effectively and efficiently within a changing environment, supporting strategic, operational planning, implementation and review processes.

5. REMUNERATION

The Deputy Registrar shall receive remuneration determined by the President based on contractual arrangement.

6. ACCOUNTABILITIES

The Deputy Registrar shall be accountable to the Registrar of the University College of the Cayman Islands (UCCI) 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 or confrontational situations.
- e) Commitment to colleagues – shows respect for colleagues; and provides constructive feedback when needed.

Job Specific

- Assist the Registrar in providing a directed, proactive, high standard of service and expertise in relation to student conduct, complaints, academic verification, appeals and independent review (student conduct and appeals).
- Provide accurate and informative replies to queries through telephone, email and/or personal communication.
- Works with the Registrar to write and maintain complete documentation for all processes within the Registrar's Office and recommends new procedures and policies to improve efficiency and effectiveness of the department
- Works with the Registrar to evaluate graduation applications and generate related written communications to students. Assist in planning the graduation ceremony and coordinating all related recordkeeping functions, including the production of diplomas/certificates and the maintenance of graduation statistics.
- Works collaboratively with the Registrar to determine procedures and policies for the delivery of the following services: registration, records, grading, graduation auditing, enrollment/degree certifications, term set up, and end of term processing.

- To liaise with other relevant staff and faculty members to ensure the efficient and effective exchange of information and the execution of procedures relating to the work of the Office of the Registrar and to provide relevant, accurate and detailed data to support internal monitoring and external reporting requirements.
- Assist with updating the Office of the Registrar section of the website.
- Prepare semester class scheduling, collaborating with academic and administrative departments to encourage an inclusive process, ensuring room/space maximization and faculty course load allocations. Assist with the creation of new courses in the student information system, creation of semester schedules and general registration setup and maintenance.
- Works with the Assistant Registrar to coordinate alternative final examinations.
- Liaise with the Scholarship Secretariat on a semester basis to maintain accurate and up to date information on new and existing scholars.
- Prepare and compile queries, exports, reports and letters on students' academic standing. Update student accounts accordingly with attributes, holds, and relevant notes. Prepare and send email correspondence to students about their academic standing.
- Manage the compilation of President's and Dean's lists from the student information system. Serve on the Honours Convocation Committee.
- Serves on various University committees to represent the Office of the Registrar.
- Maintains currency in professional literature; attends on or off-campus training sessions. Perform other duties and special projects as assigned or directed by Registrar.
- In the Registrar's absence, collaboratively works with other members of the management team regarding office procedures and practices.

Other Duties as Assigned

- a) Other functions deemed necessary and assigned by the Registrar from time to time for the efficient functioning of the Office of the Registrar and the University as a whole.

7. Background Information

The University College of the Cayman Islands is a corporate body, which operates under the ambit of Government and is overseen by a Board of Governors.

The post holder is expected to be able to work independently, with minimal supervision and function as an integral member of the UCCI team.

8. 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 Principal Accountabilities and under the supervision of the Registrar of UCCI.

9. Supervision of Others

The post holder has one direct report, the Assistant Registrar – Grand Cayman Campus. May also include occasional supervision of student interns.

10. Other Working Relationships

Internal:

- All Staff

External:

- Health Insurance Providers
- Cayman Islands Immigration
- Scholarship Secretariat
- Government and other SAGC's

11. 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. No budget approval included within the remit of this post.

12. Working Conditions

- Occasional evening and/or weekend hours are required for this position.
- Must be able to lift on occasion up to 20lbs.
- Standard office conditions.

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

| | | | |
|-----------------------------|--|-------|--|
| Post-holder | | Date: | |
| HR Representative: | | Date: | |
| President & CEO: | | Date: | |