

## Job Description

### Job Information

Position Number: 299442  
Job Title: Director, Undergraduate Recruitment  
Grade: NU07  
Manager's Title: Associate Vice President, Enrolment Management  
Department: Office of the Vice-President, Students and Enrolment  
Date: March 2020

### Job Summary

Responsible for the strategy, planning and operations of Carleton's undergraduate recruitment services in support of broader enrolment targets

### Key Accountabilities

#### **Strategy and Planning**

- Leads the development of Carleton's undergraduate recruitment strategy in alignment with broader university enrolment targets and program-specific requirements
- Leads the development the function's strategic and annual operational plans
- Ensures performance metrics are developed, tracked and reported
- Ensures that policies and procedures are aligned with university policy, external legislative requirements and leading practices
- Identifies operational risks, completes program/service reviews, and develops recommendations and action plans
- Ensures optimization of information systems and data management processes and outcomes

#### **People Leadership**

- Ensures an effective organizational model and clarity in roles and responsibilities
- Leads workforce planning and talent strategy
- Provides day to day leadership and performance management of the function's leadership team members
- Monitors departmental culture and productivity, and intervenes when necessary

#### **Financial Management**

- Responsible for developing and managing the overall functional budget and develops proactive mitigation strategies where needed
- Oversees spending and service agreements related to professional services and technology

#### **Stakeholder Relationship**

- Provides support to the Associate Vice President, Enrolment Management
- Provides strategic and operational support to leaders from across the university on recruitment issues
- Both leads and participates on university working groups and committees
- Participates on external working groups and committees
- Liaises with schools, universities, colleges, community organizations, parents, and prospective students

## **Operations**

- Reviews and analyzes external demographic and other data and internal enrolment data in support of strategy and service delivery design
- Responsible to support the operational integrity of the student information support system, recruitment functionality

## **Job Requirements**

### **Core Knowledge, Education and Experience**

- Knowledge of leadership practices in people management, strategic planning and risk management, policy development, financial management and stakeholder relationship management
- Issues and trends at Carleton and in the higher education sector related to recruitment
- Contemporary best practices in recruitment management programs, service delivery models and enabling technologies
- Knowledge of relevant governing legislation, collective agreements, policies and procedures
- Knowledge of office as well as the broader university academic units, departments, and procedures
- Knowledge of office cultural competency and diversity
- Knowledge is deployed to develop and lead a major functional area within the university

### **Education**

- Completion of undergraduate degree

### **Experience**

- Minimum of seven years of previous experience in progressive leadership roles

### **Communication and Stakeholder Management**

- Builds, maintains, and interacts across a range of internal and external stakeholders with focus on provision of program, process, service, and operational advice, direction and problem resolution
- Consults with relevant stakeholders, understands content and context, provides advice and guidance related to program and services
- The role requires a wide range of communication skills – formal presentation, negotiating, consensus building, and inspiring / building trust with others
- Collaborates with other leaders to resolve specific operational challenges where differences of opinion are likely and skills related to consensus building, persuasion / influence, compromise, political acumen are required
- Senior level change management skills include the recognition and abatement of resistance
- Communication and interpersonal skill requirements include emotional intelligence such as empathy, attentiveness to nonverbal cues, managing the emotions of self and others, and building bonds / trust with others

### **Problem Solving and Decision Making**

- Problems, issues and challenges are complex strategic and operational issues that require the consideration of multiple interests and data/information
- While many problems / issues have short term solutions, actions and decisions have the potential for long term consequences that require the development of options and assessment of implications before developing a preferred course of action
- There is full autonomy and independence to make all day-to-day operational decisions, operating within the context of overarching university policy and direction

**Impact**

- Given the accountability and responsibility of the position, impacts are both at the program/service level and more broadly across the university's enrolment targets with attending financial consequences
- Recruitment has a direct impact on the image and reputation of the university
- Responsible for the management of potential liability and risk for the university through accuracy, fairness and adherence to policy
- A sound admissions management service is foundational to the overall success of the university

**Leadership and Development of Others**

- Leadership accountabilities focus on leading other leaders through coaching, mentoring and formal performance management
- As the senior functional leader, responsible for ensuring that direct reports are effective people leaders
- Ensures that the Department's culture is positive, productive and healthy
- Leads the overall workforce planning process and talent management reviews – reviewing capacity and planning for the future (identification of resource needs, training and development, promotion and succession planning)

**Physical, Visual, Auditory, and Concentration Demands**

- On-going requirements for computer-based work and attendance at meetings

**Working Environment**

- Work is undertaken in an office environment

**Manager's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_