

## **Director, Academic Services – Job Ad**

At UBC, we believe that attracting and sustaining a diverse workforce is key to the successful pursuit of excellence in research, innovation, and learning for all faculty, staff and students. Our commitment to employment equity helps achieve inclusion and fairness, brings rich diversity to UBC as a workplace, and creates the necessary conditions for a rewarding career.

### **JOB SUMMARY**

The Peter A. Allard School of Law's academic program includes the JD program, three joint JD degree programs, four graduate law programs, and a distance learning program (approximately 850 students). The Director, Academic Services, provides the overall strategic vision and leadership for the law school's academic services and programming. The role oversees the development and management of the key academic processes for the undergraduate and graduate programs, and is the law school's key advisor in relation to core academic policies and procedures.

The Director works with multiple units across the University, including Enrolment Services, UBC IT, Scheduling Services, Centre for Accessibility, the Centre for Teaching and Learning Technology, Go Global, the Office of University Council, as well as other Faculties on all matters related to student academic services and programming. They ensure the school's needs, interests, plans and objectives are accounted for on any university-wide decisions. They also advise the school on university-wide initiatives. The Director maintains collaborative relationships with peers at other Canadian law schools.

### **ORGANIZATIONAL STATUS**

Reports to the Assistant Dean, Students and also receives direction from the Associate Dean, Academic Affairs. Manages lower-level staff in the department. As the head of one of the school's core departments, the Director is a member of the Law School's senior leadership team. They advise and work directly with the Associate Deans, as well as the Dean on relevant matters, when needed.

### **WORK PERFORMED**

#### **PROGRAM PLANNING AND STRATEGIC LEADERSHIP**

- Provides overall direction and vision for the academic services, based on their expertise and comprehensive knowledge of academic programming.
- Makes complex decisions on diverse issues related to the school's policies & procedures, current best practices, and past precedents.
- Provides sound advice for solutions to problems related to the full scope of the school's academic programming process, from registration to final evaluation for graduation purposes.
- Ensures the school's policy and procedures remain aligned with both the School and University's strategic vision.
- Advises faculty and the University on opportunities for developing academic programs and services.
- Evaluates programs and services to ensure effectiveness and assesses the feasibility and practicality of any policy and procedure changes.
- Manages administrative and coordinator level staff, including assigning tasks, setting performance expectations, and fostering their professional growth through regular feedback and support.

- Provides leadership in the development of academic services policies and procedures for the J.D. and joint degree programs, working with the Associate Dean, Academic Affairs, the Assistant Dean, Students, the Academic Procedures Committee, and the Curriculum Committee.
- Represents the School across the university with multiple stakeholders, advisory committees, and projects, providing input, collaboration, and advice on university-wide decision-making and project development. This includes but is not limited to Enrolment Services, Scheduling Services, the Centre for Accessibility, Go Global, the Centre for Teaching and Learning Technology, UBC IT, Senate and Curriculum Services, the Office of the University Counsel, as well as the Integrated Renewal Program (IRP), Integrated Renewal Transition Network Timetable Representative (TREP), and the CoursEval User Group.
- Builds and maintains positive relationships with the greater community including peers at other Canadian law schools, and provincial law societies and the relevant law authorities.
- Oversees the annual operations budget for the operations of Academic Services, ensuring that resources are allocated in accordance with the strategic priorities of the law school.

#### **ACADEMIC SERVICES & OPERATIONS LEADERSHIP**

- Provides overall operational leadership for the school's academic services and processes.
- Determines priorities, ensures effectiveness, and makes key strategic decisions and recommendations to ensure the school's student services standards and overall goals are met, and any significant problems or challenges are managed and resolved.
- Strategically oversees the ongoing academic administrative process for all law courses to ensure academic rules and standards set out by the University and the law school are upheld.
- Ensures registration, scheduling and grading processes are carried out in accordance to the school's standards, policies and procedures.
- Oversees the full scope of the student assessment and evaluation for the purpose of graduation. Recommends policy changes where appropriate. Advises on complex cases, such as appeals, when needed.
- Oversees the law school's course and teaching evaluation surveys process, for all undergraduate and graduate program courses (approximately 200 courses, taught by 50+ faculty and 90+ adjunct faculty).
- Oversees the processes for all academic reporting for the law school related to enrolment, grades, evaluations, etc.
- Oversees all aspects of the examination process at the Law School, including the usage of ExamSoft computerized examinations.
- Leads the Law School's ongoing management of Workday Student: works with the Integrated Service Centre (ISC) to address any issues or concerns impacting the law school to ensure prompt and effective resolutions.
- Acts as the law school's representative and key decision maker in the planning, development and implementation of university-wide information systems, policies and technology initiatives, such as Scientia, TeachEval, and CoursEval, Workday Student and Exemplify.
- Oversees the management of all student program and information systems, developing policies and procedures and ensuring complex issues are properly investigated and resolved.

#### **CONSEQUENCES OF ERROR**

The Director, Academic Services holds a leadership position in student services in the Peter A. Allard School of Law. They represent the school both across the university and through the legal education

community. They are fully accountable for all decisions related to the Law School's academic services and programming.

Consequence of error is high. Poor judgement and decision-making, a lack of cultural sensitivity, and the dissemination of inaccurate information or miscommunication could have a significant negative impact on the reputation of the law school, on student academic success, and the law school's ability to attract qualified students. Such errors would significantly reduce confidence in the Allard School of Law on the part of the legal community and other stakeholders.

#### **SUPERVISION RECEIVED**

Reports to the Assistant Dean, Students and also receives direction from the Associate Dean, Academic Affairs. Works independently within university and law school policies and procedures.

#### **SUPERVISION GIVEN**

Supervises both M&P and CUPE positions. May assume additional supervisory duties of staff in the absence of the Assistant Dean, Students and the Associate Dean, Academic Affairs.

#### **MINIMUM QUALIFICATIONS**

Undergraduate degree in a relevant discipline. Minimum of four to five years of related experience, or an equivalent combination of education and experience. Willingness to respect diverse perspectives, including perspectives in conflict with one's own. Demonstrates a commitment to enhancing one's own awareness, knowledge, and skills related to equity, diversity, and inclusion

#### **PREFERRED QUALIFICATIONS**

- Undergraduate degree in a relevant discipline is required.
- Six or more years of related experience within student administrative services at a large post-secondary institution
- Willingness to respect diverse perspectives, including perspectives in conflict with one's own
- Demonstrates a commitment to enhancing one's own awareness, knowledge, and skills related to equity, diversity, and inclusion.
- Extensive knowledge of relevant University policies, processes, procedures, and guidelines, as well as related external standards, regulations, and best practices related to student information administration.
- Previous UBC experience is preferred.
- Superior leadership, initiative, strategic decision making, organization, interpersonal, and senior-level administrative skills.
- Demonstrated ability to supervise, mentor and coach staff, and act as a resource.
- Demonstrated experience managing course and examination scheduling, registration, examinations, grades, academic history, degree audit, academic progression, degree approval, and teaching evaluations.
- Knowledge and experience in using higher education information systems, with experience in project management, and academic business/administrative analysis.
- Experience with Workday Student, Scientia, TeachEval, CourseEval and Exemplify preferred.
- Experience with information system security, related to student academic information.
- Ability to work under pressure, meet strict deadlines, exercise tact, use excellent judgment, maintain confidentiality, and use discretion.
- Ability to communicate effectively verbally and in writing.

- Demonstrated ability to give direction, and interpret and explain policies and procedures to faculty, staff, teaching assistants, and students.
- Experience with student advising. Able to show sensitivity in the managing the needs of diverse constituents, and to recognize and respond effectively to physical and mental health issues of students.
- Ability to work a flexible schedule and accommodate some weekend, after hours on weekdays, and on-call for urgent matters.
- Ability to work effectively independently within University and Faculty policies and procedures.
- Ability to work in a team environment.

Cover letter required in your application.