



The African School of Governance (ASG) is a leading public policy and leadership education institution dedicated to empowering a new generation of purpose-driven African leaders. With a foundation rooted in African perspectives and global standards, ASG is committed to cultivating leaders who can address the complex challenges of the 21st century, both on the continent and worldwide.

At the African School of Governance, we are shaping a new era of leadership in Africa through a world-class public policy education, innovative research, and dynamic policy engagement focused on Africa's unique experiences. We aim to address the continent's pressing governance challenges by equipping emerging leaders with the mindsets, skills, and knowledge required for effective leadership.

ASG's vision is to nurture a prosperous and peaceful Africa where purpose-driven leaders have the mindsets, knowledge, and skills to drive sustainable development for all. The mission is to nurture leaders to drive Africa's sustainable development by providing innovative public policy education, cutting-edge research, and a platform for policy engagement that fosters transformative governance tailored to the continent's unique values and opportunities.

ASG seeks to address this gap in African public policy education and research while joining a network of other world-class institutions across the region and globe.

JOB DESCRIPTION

JOB DETAILS

JOB TITLE: Academic Registrar	REPORTS TO: Vice President Academic Affairs
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JOB REF: ASG/HR020	DEPARTMENT: Academics and Research
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Job / Role Purpose:

To lead and drive continuous improvement in the effectiveness, efficiency and quality of processes and service delivery to students, staff and other stakeholders. Serves as the custodian of academic records and is responsible for overseeing the institution's registration processes, academic policies, and student information systems. Responsible for ensuring the accuracy, integrity, and confidentiality of student records and supporting the smooth functioning of academic operations.

Key duties and responsibilities

- Establish and promote high levels of professionalism in the delivery of Education Services that parallel or exceed sector good practice.
- Provide strategic leadership for the University's Education Services provided by the Registry and Academic Standards and Quality teams, ensuring that functions, processes and people are effectively organized and resourced.
- Develop and implement registration processes and procedures, including course scheduling, enrollment verification, and management of add/drop periods, to facilitate student registration and enrolment.

- Provide strategic leadership of all functional delivery of Academic Services, including:
 - a) Student registration, fee billing and student records management
 - b) Student attendance and monitoring systems
 - c) Student assessment progression and awards
 - d) Student systems and data quality, statutory data returns
 - e) Academic timetabling
 - f) Immigration compliance
 - g) Strategic partnerships
 - h) Student conduct
 - i) Programme and module approval and monitoring
 - j) External examiner management
 - k) Academic regulations, policies and procedures
 - l) Student feedback systems
- Build and develop a highly-skilled and effective workforce that are ambitious in delivering high quality services to students and staff at ASG and across strategic partners.
- Coordinate the degree audit process, ensuring students meet graduation requirements. Prepare and issue transcripts and verify degree completion for graduates.
- Oversee the management and maintenance of student academic records, ensuring accuracy, security, and compliance with legal and regulatory requirements
- Oversee the publication and maintenance of the program catalog, including program and module specifications, prerequisites, and academic requirements. Coordinate class scheduling to optimize offerings and meet student needs.
- Develop and maintain the academic calendar, including key dates for registration, semester breaks, examinations, and other academic events.
- Manage student information systems, ensuring accurate and timely data entry, record updates, and reporting. Collaborate with IT department to enhance system functionality and accessibility.
- Generate and submit required academic reports to external organizations, such as accreditation bodies and government agencies, to ensure institutional compliance with academic standards and regulations.
- Collaborate with other institutions to establish articulation agreements and facilitate the transfer of credits between institutions.
- Actively seek and forge tactical synergies and alliances across teams within and outside the Division for the benefit of students and other stakeholders, through alignment of staff roles and skills and agreement of key responsibilities.
- Stay updated on best practices and emerging trends in higher education administration and registrar services. Continuously assess and improve processes to enhance efficiency, accuracy, and student service.
- Monitor and follow-up the student disciplinary (including Bullying, Harassment and Sexual Misconduct), fitness to practise and academic appeals processes are operated fairly and consistently and that there are rigorous and explicit linkages between these processes and those supporting student wellbeing.
- Any other duties appropriate to the role as required by the Supervisor.

Expected Outputs/ Deliverables

- Student registration processes and procedures.
- Student admission plans.
- Published course catalog.
- Academic calendar.
- Academic reports.
- Student discipline.

PERSON SPECIFICATION

Educational Requirements

- Master's degree in education, management, business, or equivalent from an accredited institution.
- Postgraduate qualification or equivalent in a relevant discipline (e.g. management, higher education studies, law, operations management)

Related Job Experience

- Minimum of 10 years' demonstrable experience in a senior academic administrative role in a university or higher education institution.
- Experience of successful implementation and delivery of diverse strategic change management initiatives at functional and organisational level.
- Experience supporting and servicing both Executive and non-Executive committee requirements working at a senior level across departmental boundaries.
- Experience of operating nationally and internationally with a strong cultural awareness.
- Demonstrable experience in pipeline management (preferably related to the student journey) and understanding of education recruitment markets and demands.

Required Technical Knowledge/Skills

- Excellent understanding and working knowledge of all aspects of academic-related governance, regulations, administration and organisational management in a Higher Education Institution.
- Knowledge of the reporting requirements in relation to student administration placed upon universities by regulation.
- Knowledge of governance issues in the higher education sector, and the regulatory and legal arrangements for university governance.
- Client relationship management and customer services skills
- Ability to work across complex boundaries and locations.
- Project management.

Required Behavioural Skills

- Excellent leadership and management skills with the ability to create an environment where others are empowered to make their best contribution.
- Effective communication skills including negotiation, persuasion and influencing colleagues and stakeholders.

- Attention to detail and proactive problem-solving
- Problem-solving and conflict-resolution skills
- Ability to prioritize and multi-task
- Ability to use computers (e.g., MS Office) and education management systems
- Interpersonal and stakeholder engagement
- Innovativeness
- Integrity and self-drive
- Transparency and accountability
- Fluent English required, fluent French desirable

Contact/application information:

If you are interested in exploring this opportunity further and your qualifications and experience match the requirements for any of the roles, please complete and submit your application via the following link: [Application Form for ASG Staff Recruitment](#). All applications must be submitted via the online application form at this link.