

Excluded Management Position Description

Section I: Position information

Effective date	2026-08-27	☒ Update only	☐ Classification review
Position title	Manager, Student Affordability		
Position number	998493		
Classification level	Excluded Level D		
Location	Virtual		
Department	Office of the Registrar		
Reports to	Registrar		

Position summary

The Manager, Student Affordability provides strategic leadership and operational oversight for initiatives that improve student financial accessibility, affordability, and financial well-being across the institution with a focus on the Office of the Registrar functions. This role leads the development, implementation, and continuous improvement of student affordability strategies, including financial literacy programming, fee structure review and optimization, student aid analysis, awards and scholarship policy development, and institutional fee implementation processes. Working collaboratively with academic and administrative stakeholders, the Manager advances student success by ensuring financial supports, fees, and policies are transparent, sustainable, and aligned with the Like No Other strategic plan and government regulations.

Duties and responsibilities

The Manager, Student Affordability advances institutional affordability goals by improving financial literacy, optimizing student financial support programs, reducing barriers to access, simplifying fee structures, and ensuring effective implementation of student fees and affordability initiatives.

Student Financial Literacy and Education (10%)

- Lead the development and implementation of student financial literacy programming and resources.
- Design and launch an online financial literacy module for students that can be incorporated into student orientation programs and serve as a standalone resource.
- Collaborate with Student Financial Aid and other stakeholders to evaluate opportunities for mandatory financial literacy training for students accessing funding.
- Assess program effectiveness and recommend improvements based on student outcomes and engagement.

Student Aid Strategy and Loan Performance Analysis (20%)

- Analyze student aid data, loan repayment outcomes, and borrower demographics to identify factors contributing to student loan default. Review student status and demographic trends among borrowers in default and develop evidence-based recommendations to improve outcomes.
- Prepare reports and strategic recommendations to support institutional objectives and strengthen performance indicators with funding agencies including Alberta Student Aid.
- Partner with internal and external stakeholders to implement initiatives that promote responsible borrowing and reduce loan default rates.

Graduate Fee Structure Review and Implementation (25%)

- Collaborate with Finance and graduate faculty administrative teams to implement and operationalize a new graduate student fee code structure. Lead cross-functional consultations to ensure appropriate fee management, reporting, and implementation.
- Review graduate student fees across faculties and identify opportunities for standardization, consistency, and operational efficiency. Develop recommendations that balance institutional needs with student affordability considerations.

Institutional Fee Review and Affordability Initiatives (15%)

- Conduct comprehensive reviews of non-regulated and user fees to assess cost, utilization, appropriateness, and impact on students. Evaluate Office of the Registrar (OOR) fees, including extensions, supplemental examinations, withdrawals, evaluations, and related charges.
- Lead initiatives aimed at simplifying institutional fee structures and improving transparency for students.
- Develop business cases and recommendations that support a sustainable and student-centered fee framework.

Awards, Scholarships, and Bursaries Strategy (10%)

- Assess whether existing awards programs meet evolving student needs and support affordability objectives.
- Develop and implement updated policies, procedures, and governance frameworks related to student awards. Assist with the review and renewal of centrally funded awards, scholarship, and bursary strategies for undergraduate and graduate students.
- Collaborate with institutional stakeholders to maximize the impact and accessibility of financial support programs.

Annual Fee Update Implementation and Documentation (20%)

- Business Lead for the annual institutional fee implementation process. Coordinating fee updates across the institution, ensuring accuracy, compliance, and timely communication.
- Integrate new fee structures, including graduate fee coding changes, into annual implementation cycle.
- Develop and maintain comprehensive process documentation, procedures, and project artifacts to ensure operational consistency and knowledge transfer.

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification factors

Communication

The role will be required to translate complex fee structures and technical requirements into clear reports and direction, communicating internally with teams from Finance, Information Technology, Academic Administrative Departments, Office of the Registrar, Student Services, and University Relations, making recommendations for change, supported with evidence and excellent presentation ability.

The development of student facing supports and financial literacy programming will require interpreting complex concepts and business practices into concise steps for all student stages and abilities. Writing and delivered in a digestible format for learning, comprehension and accessibility.

Will be required to communicate professionally with funding and governmental agencies when researching and collecting data.

Supervision

There is no direct supervision in this term role.

Impact of service or product

The incumbent will be working directly with administrative teams in direct support of the Registrar. Recommendations, reporting and execution of fee related projects have impact on student access

and experience, must be highly accurate and in alignment with requirements of the Alberta Tuition Framework and the Post Secondary Learning Act. Errors can have serious impacts to students, the institution's designation and budget stability.

Independence of action

The incumbent will act independently. Decisions are expected to represent the needs and goals of the Office of the Registrar and align with the University's Strategic Plan. With minimal direction from the Registrar beyond compliance to policy and external requirements.

Each of the above duties and responsibilities will have its own timelines and deliverables that will require prioritization of deadlines, strong time management, excellent change leadership and detailed understanding and balance of interdependencies.

Complexity

Projects involving fees require a detailed understanding of AU's fee structure, systems and programs. It will require a balance of student-centred thinking, collaboration, process improvement and operational excellence. Will require project and change management experience and data-informed decision making.

Student Financial Aid, Awards and Fees are complex departments that operate in separate functional groups but impact student affordability collectively, the incumbent will need to be fluent in all areas of the student journey and university systems impacting these areas.

Work requires interdisciplinary relationships and collaboration in addition to detailed understanding of financials, systems and student loan & grant regulations (across all provinces).

Planning

Reports developed and programs created have the potential to impact university planning and budgets moving forward. Recommendations from this work may impact students positively making their education more affordable resulting in strategic enrolment management implications. Will require measurable and reportable KPIs for change to assess effectiveness in short financial cycles.

The Registrar will be relying on this role to set the groundwork for a stable fee implementation structure and the annual fee update, moving into the future. The individual will need to understand university governance and compliance requirements and adhere to them closely.

Products developed will directly reflect the strategic plan "Like No Other" and be executable in current systems and business structures.

Signatures for section I

Incumbent signature		Date
Supervisor signature		Date

Section II: Qualifications

Qualifications

Undergraduate degree in Business, Finance, Administration, Public Policy, or a related field; graduate degree preferred.

Minimum of 7 years of applicable experience in a post secondary environment and/or related experience required.

Progressive leadership experience in post-secondary administration, student financial services, finance, institutional planning, or policy development. Demonstrated experience leading cross-functional projects and institutional initiatives.

Strong analytical skills with experience interpreting complex datasets and developing strategic recommendations.

Experience with student financial aid programs, fee management, awards administration, or related areas is an asset.

Excellent communication, stakeholder engagement, and change management skills.

Signatures for sections I and II

Department Head signature		Date
Executive Officer signature		Date
Human Resources review		Date