

Job Description

Job Title:	Senior Manager, Business Operations, Professional Development
Department:	Centre for Extended Learning (CEL)
Reports To:	Associate Director, Professional Development
Jobs Reporting:	Manager, Learning Services
Salary Grade:	USG 11
Effective Date:	September 2020

Primary Purpose

The Senior Manager, Business Operations is accountable to the Associate Director, Professional Development for providing strategic leadership of lifelong learning operations outside of the University's credit programs. As a key member of the Professional Development (PD) team the Senior Manager is responsible for oversight and management of all operational functions of the department at a strategic level. The Senior Manager is expected to ensure that PD courses are developed, offered, and refined to meet the needs of a wide variety of stakeholders (i.e. students of varying ages and educational backgrounds, instructors, corporate clients, etc.) and that service offerings operate according to best practices and in accordance with University policies and guidelines.

Key Accountabilities

Leadership and Strategic Direction

- Provide leadership and strategic guidance for academic program operations within PD
- Set, document, and refine all business processes related to PD operations
- Identify and implement strategic initiatives related to program operations
- Establishes strong partnerships by cultivating and maintaining positive working relationships with internal and external stakeholders relevant to the promotion and development of lifelong learning and professional development initiatives
- Manages crisis situations effectively (e.g. storm closures impacting weekend programs, unexpected instructor absence, etc.)
- Creates operational plans and budgets to support the execution of PD's strategic objectives, in partnership with the AD-PD
- Ensures effective collaboration between PD and CEL and with other stakeholders across the university to build consensus in a complex environment characterized by competing priorities
- Approves the resolution of complex problems or escalated issues
- Hires and manages staff under their direction, including coaching, supporting their development, and evaluating performance milestones and yearly objectives
- Manages a network of external training providers and subject matter experts with whom PD works on a contractual basis, including evaluating teaching effectiveness, negotiating compensation, and keeping contracts up-to-date
- Fosters and rewards a work environment that facilitates resilience, tolerance for taking calculated risks, a productive desire for change, and continual lifelong learning
- Models high levels of professionalism, customer service, respectful communication, peer coaching, and mentorship
- Ensures PD programs adhere to the University's guidelines and policies and applicable legislation
- As a member of the PD leadership team,

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- participates in the development of strategy and vision building;
- builds an engaging and inspiring work environment;
- promotes PD lifelong learning initiatives both on- and off-campus

Partner Engagement

- Manages end to end the relationship with internal and external vendors, suppliers and strategic partners
- Strengthens relationships with client groups (associations, corporate training partners and B2C executive and professional clients) by ensuring all escalated client issues are tactfully and appropriately addressed
- Collaborates with the Marketing team on marketing initiatives and market research and provides advice to the Associate Director regarding new business opportunities
- Uses new and existing relationships to identify gaps or areas for improvement for new and/or existing programs
- Supports developing and implementing marketing initiatives that aim to increase enrolment in specific programs while positioning PD as a global leader in lifelong learning
- Continually reviews program offerings to ensure they meet market needs and financial targets, and align with operational processes

Data Analysis and Financial Management

- Establishes key performance indicators (KPIs) and additional metrics, in partnership with the AD-PD, that align with the department's strategic vision and goals. Tracks and monitors these KPIs and metrics to facilitate data-driven decision-making.
- Monitors and evaluates operational effectiveness, reports on accountability metrics, and implements changes required for improvement
- Oversees and delegates financial administration for the department including preparing financial statements and reports, program reconciliations, revenue sharing agreements, external invoicing, accounts payable, department transfers, monitoring dashboards, etc.
- Manages the allocation of appropriate variable and fixed costs for all PD programs
- Identifies potential opportunities to bridge or repurpose credit and non-credit programs

Staff and Resource Management

- Recruits and provides support, coaching, and development of the staff reporting to this position
- Supports the unit with the recruitment and retention of internal and contracted resources needed to ensure timely and quality delivery of the unit's learning programs, including but not limited to content developers, instructional designers, facilitators, learning support coordinators, etc.
- Monitors and continually assesses strategies to increase efficiency and productivity of the group
- As part of the PD senior management team, provides overall unit leadership

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University degree in a field such Marketing, Business Administration, Human Resource Development, Adult Education or equivalent; an MBA or similar graduate degree in business or education preferred

Experience

- 5+ years of experience managing the accountabilities above, in a role that utilizes both education and business expertise, including progressively responsible people management experience and a track record of achieving results
- Strong aptitude for building effective teams and coaching and motivating team members towards the highest standards of excellence
- Demonstrated leadership in continuous improvement and change management
- Ability to work collaboratively with cross-functional groups, internally and externally, to build consensus in complex situations characterized by competing priorities
- Demonstrated competence and professionalism in building strong and effective relationships at multiple levels within and outside of the organization
- Proven proficiency as a strategic thinker, with demonstrated success in developing, implementing, and evaluating evidence-based plans to optimize operational efficiency and customer service within a unit
- Experience with development of department budgets is preferred
- Experience in online course development or curriculum development an asset

Knowledge/Skills/Abilities

- Highly developed strategic, analytical and communication skills, and a high degree of business acumen and interpersonal skills to nurture relationships with a wide range of stakeholders
- Demonstrated understanding of the University's policies and processes as they pertain to professional development and lifelong learning
- Demonstrated ability to build strong relationships, work collaboratively, and be sensitive to the needs and interests of various stakeholders
- Proven ability to negotiate with and influence others
- In-depth understanding of professional development, adult, and continuing education
- Excellent planning and resource management skills
- Ability to evaluate emerging and existing technologies/tools to make recommendations that improve the operation of the unit
- Superior organizational skills, including the ability to effectively prioritize and manage multiple tasks and deadlines amidst competing priorities
- Superior analytical skills
- Strong understanding of financial management and budgeting
- Excellent strategic planning and project management skills, with proven ability to operationalize and execute plans
- Naturally curious and driven to understand relationships between teams, customers, products, processes, and culture
- Ability to advocate for team and operational needs while balancing department and university goals
- Excellent critical thinking, problem-solving and conflict resolution skills
- Intermediate skill level in Microsoft Office suite and analytics tools

Nature and Scope

- **Contacts:** External: vendors, partners, industry associations and peers at comparable institutions, current and potential clients. Internal: University academic and support units and departments including faculty members, chairs and deans/directors, Finance, Legal, Procurement, and Alumni Relations, etc.
- **Level of Responsibility:** Leadership within the PD team for setting processes, strategic goals, etc. The position is expected to implement strategic initiatives for the programs and to communicate the objectives of these initiatives to the team. Performs specialized and broad-based work with minimal supervision with responsibilities that tend to be non-routine; builds strategic relationships with senior

executives within stakeholder organizations; oversees PD instructors; directs and monitors client support and marketing activities; provides leadership, performance management, coaching, and development of staff.

- **Decision-Making Authority:** This position is accountable for establishing operational procedures for professional development programs within CEL, has decision making authority for all items outlined above, and is expected to consult with the Associate Director for decisions outside of these areas. Decisions made by this role have a significant impact on the reputation of the department and the success in meeting objectives. Shares accountability with senior managers across campus to resolve crisis situations and communicate in a timely fashion contingency plans for students, faculty and/or staff.
- **Physical and Sensory Demands:** Minimal demands typical of a leadership positions operating within an office environment.
- **Working Environment:** Combination of working in-office and attending on- and off- campus meetings; frequent distractions; some travel and evening or weekend work required. Multiple and/or tight deadlines beyond one's control and interruptions (i.e. phone calls, emails, and unplanned but urgent service requests) that are impacted by varying client volumes at different times of year.