

Job Description



Job Title:	Senior Education Developer, Inquiry & Communications
Department:	Centre for Teaching Excellence
Reports To:	Associate Director
Jobs Reporting:	ED, Research & Consulting; Educational Research Associate; Communications Associate
Salary Grade:	USG 12
Effective Date:	July 2019

Primary Purpose

The Centre for Teaching Excellence aims to foster teaching excellence, innovation, and inquiry by supporting instructor development, promoting a community around teaching, and nurturing a culture of teaching and learning at Waterloo. This senior position has three main areas of focus: 1) manage all programs and services related to research and communications, 2) manage multiple staff positions, and 3) contribute to initiatives both internally and externally related to the work of the Centre.

Key Accountabilities

Program/Service Management and Facilitation

- Manages the development, delivery, and evaluation of programs and services designed to encourage and support teaching innovation and inquiry (e.g., workshops, teaching conference, grants program)
- Investigates and disseminates best practices in emerging educational technologies, engages in individual consultations, and facilitates departmental, Faculty-level, and Institution-wide initiatives or programs in this area of focus
- Oversees and engages in departmental communications initiatives as needed (e.g., website, news items, annual report)

Supervision and Partnerships

- Manages the Centre's Inquiry & Communications group
- Develops and manages partnerships with relevant academic support units and university leaders (e.g., University Communications, ITMS)
- Helps develop and implement the departmental approach to staff recruitment, professional development, and retention
- Helps develop and monitor the application of departmental practices and procedures

Institutional Initiatives and Strategic Directions

- Contributes to the development and implementation of institutional strategic initiatives regarding the enhancement of teaching and learning (e.g., emerging educational technologies)
- Contributes to the development and implementation of the department's strategic plan and provides leadership on departmental strategic priorities as needed
- Contributes to the Centre's thought leadership in higher education pedagogy and educational development as requested

Engagement in Research, Teaching, and External Initiatives

- Engages in research and/or makes scholarly contributions within the broad field of higher education
- Represents the university on provincial, national, and/or international projects related to teaching, learning, or educational development as needed

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- Participates actively in relevant professional associations and conferences to reinforce and promote Waterloo's leadership position and profile in pedagogical innovations and in the field of educational development
- Seeks opportunities to teach and/or provide academic supervision where appropriate

**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

- Master's degree, PhD an asset

Experience

- 5+ years of experience in the educational development field
- 3-5 years of experience in a managerial/leadership role in an academic setting
- University-level teaching experience
- Experience in an editorial role

Knowledge/Skills/Abilities

- Demonstrated knowledge of theories and practices used in educational development, including educational technologies, blended learning, teaching, course design, and assessments of learning
- Demonstrated abilities with quantitative and/or qualitative research methods
- Solid managerial skills within an academic environment, including proven skill in staff development and relationship management and achieving results using a collaborative approach
- Demonstrated success in contributing to change efforts while showing respect for and sensitivity to academic and disciplinary norms
- Excellent verbal, written, presentation communication, and facilitation skills
- Demonstrated knowledge of website and marketing communication strategies, including accessibility standards
- Demonstrated high level of organization and ability to manage high volumes of activity and change
- Proven analytical, strategic and systems thinking, and project management

Nature and Scope

- **Contacts:** The SED works closely with various members of the Centre. This senior role also has regular contact with support unit staff (e.g., Instructional Technologies and Media Services, University Communications, Library) and periodic contact with various academic leaders (e.g., AVPs, Associate Deans, Teaching Fellows, etc). The SED may also be a member of campus committees, helping to inform decisions that involve teaching and learning. External contacts include educational development leaders and practitioners at post-secondary institutions worldwide and external vendors.
- **Level of Responsibility:** This position is responsible for the development and delivery of programs and services related to inquiry and communications. With overall responsibility for the Inquiry & Communications group, this role provides leadership, performance management, coaching and development of staff with disparate roles. This role is also responsible for helping to set goals and direction for the team as well as advising the Director and Associate Director on the overall strategic direction for the unit.
- **Decision-Making Authority:** Responsible for operational decisions within the Inquiry & Communications group, including revising programs or services with minimal guidance.

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- **Physical and Sensory Demands:** Minimal demands typical of a senior position operating within an office environment.
 - **Working Environment:** Exposed to stress and pressure associated with senior level responsibilities, frequent distractions, and competing priorities. Involves moderate psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable working conditions. There may be unusual hours or schedules, multiple and/or tight deadlines beyond one's control, and constant interruptions (e.g., phone calls, emails, and unplanned but urgent requests). The SED works in the CTE office suite, with meetings across campus as well as occasional travel for professional development and networking purposes.