

Job Description

Job Title:	Manager, Academic Programs
Department:	Work-Integrated Learning (WIL) Programs
Reports To:	Associate Director, WIL Programs
Jobs Reporting:	Instructional Support Coordinator
Salary Grade:	USG 11
Effective Date:	June 2020

Primary Purpose

This position is accountable to the Associate Director, WIL Programs for providing strategic leadership of academic program operations. This position ensures the WatPD course operations and the academic components of the EDGE certificate program are offered in an efficient and effective manner. The Manager is expected to ensure that, in a timely manner, PD courses are offered and refined to meet the needs of students, faculties and employers and that both the WatPD courses and the EDGE program operate according to best practices in work-integrated learning and in accordance with University policies and guidelines.

Key Accountabilities

Leadership and strategic direction for academic program operations

- Provide leadership and strategic guidance for academic program operations within the department
- Ensure the smooth operation of all aspects of the course and academic components of the EDGE certificate administration, as well as instructional and technical support
- Set, document, and refine administrative operating procedures for the program
- Ensure operation of the PD courses and the EDGE certificate program adheres to Waterloo's policies and processes including:
 - Calendar regulations and policies related to academic integrity, accommodation, petitions and exceptions
 - Ensuring students meet faculty specific guidelines for completion of PD requirements; reporting on student completion of PD requirements to the faculties
- Identify and implement strategic initiatives related to academic program operations
- Preserve institutional memory regarding academic programs
- Work with course instructors to make revisions to courses to address concerns from students or faculties or to address university-wide initiatives
- Ensure the principles and priorities established by the Co-operative Education Council and WatPD-Engineering Curriculum Committee are supported in the operation of the program
- As a member of the WIL Programs leadership team,
 - participate in the development of departmental strategy and vision building;
 - build an engaging and inspiring work environment;
 - promote the work of WIL Programs internally and externally within the WIL community

Responsible for maintaining and enhancing the suite of professional development courses

- In collaboration with the Senior Manager, Curriculum, determine schedules for course redevelopment and new course development; prioritize project timelines and milestones in association with CEL;

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- Advise content specialists and WIL Programs staff on the development of program content including:
 - ensuring continuity between courses;
 - reviewing course assignments in terms of expected workload for students and markers;
 - reviewing proposed course operation structure
- Approve all course revisions
- In conjunction with the Associate Director set performance targets for the PD courses and develop a strategy for meeting or exceeding those targets
- Ensure effective use of technologies in the deployment of the PD courses
 - Acts as the primary liaison with ITMS to ensure that the learning management system effectively supports students studying in a breadth of work-integrated opportunities around the globe
 - Understands the limitations and capabilities of the system and other learning technologies to support effective program delivery

Staff and resource management

- Accountable for the output of ongoing and contract employees responsible for academic program operations including:
 - Instructional Support Coordinators (ISCs): Responsible for coordinating the delivery and administration of a specific set of PD courses and/or the EDGE certificate academic components
 - Course author (instructor): Responsible for establishing and writing educational content for PD courses and working with the Instructional Support Coordinator to provide mentoring and grading support for PD course offerings
 - Teaching Assistants (TAs): Responsible for providing guidance, feedback and support to students enrolled in PD courses
 - Part-time markers: Responsible for providing feedback on specific assignments where additional marking support is required
- Provide support, coaching, and development of the staff reporting to this position
- Actively involved in the recruitment and retention of a team of uniquely-skilled individuals
- Monitor and continually assesses strategies to increase efficiency and productivity of the group
- As part of the WIL Programs senior management team, provides overall unit leadership
- Ensure appropriate support for academic programs strategic plans and provision of student support and service/program delivery including appropriate back up and cross training to manage capacity
- Manage the financial resources of the academic program operations budget; ensure the department's budget is applied to maximize the positive impact, e.g. oversee marking costs and seek efficiencies; advocate for new funding or positions as required

Required Qualifications

Education

- Completion of a Masters Degree. Degree in Education an asset.

Experience

- 3-5 years of experience managing a large-scale program or operation, preferably in a post-secondary environment with direct reports
- Experience developing and implementing strategic plans
- 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 political acumen and interpersonal skills to nurture relationships with a range of stakeholders across the university
- Demonstrated understanding of the University's academic policies and processes
- Understanding of work-integrated learning
- Excellent oral and written communication skills, solid organizational skills, and sound judgment
- Demonstrated ability to build strong relationships, work collaboratively, and be sensitive to the needs and interests of various stakeholders
- Demonstrated ability to contribute to and thrive in a collaborative environment and to apply a positive team approach to working with internal and external colleagues
- Strong technical skills including an ability to understand the limitations and capabilities of a breadth of systems and to capitalize on technology for program effectiveness

Nature and Scope

- **Contacts:** Contacts include other Managers on campus as well as staff or faculty responsible for academic integrity within the faculties; WIL Programs staff, faculty and markers
- **Level of Responsibility:** Leadership within the Academic Programs team for setting processes, strategic goals, etc.; Member of the WIL Programs leadership team. The position is expected to implement strategic initiatives for the programs and to communicate the objectives of these initiatives to the team.
- **Decision-Making Authority:** The Manager is accountable for establishing operational procedures for the WatPD program. This includes making decisions about the day to day operations of the program, how to manage/coach individual reporting staff members, and problem solving initiatives related to program, courses, and individual student cases. This position has decision making authority for all items outlined above and he/she is expected to consult with the Associate Director or the Director for decisions outside of these areas
- **Physical and Sensory Demands:** Minimal demands typical of a leadership positions operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a leadership position exposed to stress and pressure associated with senior level responsibilities