

## Job Description

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<b>Job Title:</b>	Online Learning Group Manager
<b>Department:</b>	Centre for Extended Learning (CEL)
<b>Reports To:</b>	Associate Director or Senior Manager
<b>Jobs Reporting:</b>	various
<b>Salary Grade:</b>	USG 12
<b>Effective Date:</b>	March 2023

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### Primary Purpose

The Online Learning Group Manager (referred to here as *the Manager*), reporting to an Associate Director or a Senior Manager, is responsible for leading, overseeing, and contributing to the work of a functional group within CEL's Online Learning portfolio, where each functional group is responsible for providing services integral to the design and development of online and digital learning to both University and external clients. The Manager is responsible for the management of staff, group outcomes, processes, and related technology.

The Manager leads a homogenous or heterogeneous functional group of varying size, comprised of highly-skilled, creative professionals that could include: Online Learning Consultants (USG 10/11) Instructional Digital Media Developers (USG 8-9), Learning Technologies Analysts, Production (USG 8-10), Online Learning Project Managers (USG 10), Copyright Specialists (USG 9), Copy Editors (USG 7), and Digital Media Production Assistants.

The Manager is responsible for leading the acquisition of knowledge and best practices relevant to their group, ensuring the application of those practices within the group, as well as advising CEL Senior Management and the University regarding directions and issues within their scope of practice.

The Manager must work closely with other Group Managers and service providers within CEL, as well as University and external clients and stakeholders to coordinate the execution of online and digital development projects and programs spanning multiple areas of expertise and responsibilities.

### Key Accountabilities

#### **Unit Leadership**

- Serves as an integral member of CEL's Management team.
- Advises Senior Management regarding the evolution and continuous improvement of online/digital learning design and development practices
- Advises on and contributes to the formation and implementation of unit policy and strategic directions.
- May represent CEL in university-wide projects and committees relevant to their scope of practice.

#### **Staff Management**

- Leads the recruitment, on-boarding, and training of new staff, ensuring their successful integration into the existing team and required knowledge transfer.
- Assigns group staff to tasks/projects, provides appropriate guidance and direction, monitors progress and manages performance accordingly.

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- Coordinates and leads staff meetings, professional development, and other team activities for their group.
- Evaluates performance, including the completion of annual performance appraisals for staff; coaches for success; identifies professional development opportunities and creates individual development plans that will enable employee growth and enhance performance
- Implements work systems, procedures, and standards to enable the group to meet client expectations and departmental standards for quality and productivity.
- Provide expertise, best practices, and guidance to staff. Ensures group staff stay current on relevant design/development techniques, best practice, and emerging trends within the industry. Liaises with their own manager and other group managers to ensure alignment with CEL, University, and general higher education standards and practices.
- Ensures that policies and procedures of the CEL department and the University are communicated to staff and adhered to, and exercises judgement to guide staff in situations not covered by existing policies and frameworks.
- Provides leadership and direction including fostering collegial and productive working relationships within the larger department.

### **Operational Management**

- Effectively manages the delivery of services that contribute to successful projects and programs.
- Assigns staff to projects and adjusts resourcing throughout the project lifecycle as needed.
- Resources and monitors projects and priority requests, provides guidance to group staff as required throughout the project lifecycle, ensuring projects are completed in such a way as to meet departmental quality and productivity goals, coordinating priorities and practices with other Online Learning Group Managers as necessary and providing management oversight at key milestones.
- Continually assesses staffing, processes, technology utilization, etc. to meet the group's objectives and mandate.
- Develops and ensures compliance with guidelines and procedures required for the group's efficient operation.
- Designs, evolves, and assesses services including levels and types of support, education and training, and technology provision; monitors client/faculty usage trends, requirements, and satisfaction; identifies and addresses gaps to optimally meet client/faculty needs.
- Coaches staff in dealing with issues that arise in projects, and intervenes as necessary, mediating, seeking timely resolutions, and keeping clients/faculty and appropriate management levels informed.
- Tracks and reports on the meeting of objectives and results of the team to Senior Management.
- Develops and maintains productive working relationships (engages in collaboration, co-operation, and communication) with campus partners (e.g., Faculties, AccessAbility Services, CTE, Copyright, IST, Library, Print and Retail Solutions, WatPD, WatSPEED) as required to successfully execute projects, resolve issues, and adjust service provision.

### **Knowledge Development and Mobilization**

- Develops, maintains and shares expertise relevant to online and digital learning, especially relevant to the group's scope of practice (e.g., online teaching/learning, digital media development, educational technologies, copyright, etc.) Acquires and shares knowledge from relevant professional associations by attending conferences, webinars, and other professional development opportunities; interacts with vendors and other external organizations to monitor evolution of online learning trends in the wider sector.

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- Proposes, designs, and potentially leads knowledge development including investigations, evaluation, data analysis and research, either individually or as part of a collaboration, related to the group's scope of practice. These activities may be conducted either individually or as part of a collaboration and may be initiated independently or driven by CEL priorities as determined by senior management, or by the University's strategic priorities.
- Involved in knowledge mobilization and dissemination based on the above activities, the group's scope of practice and expertise, and CEL's online learning practices, potentially involving faculty and/or clients within the University and beyond.

*\*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 (Master's degree preferred) or equivalent post-secondary education and/or equivalent experience in a relevant field.
- Specialized training in staff management preferred; project management training an asset.

#### **Experience**

- 5+ years of professional experience with progressive responsibility in a higher education environment or equivalent, including experience managing people or projects
- Demonstrated experience in digital/e-learning design/development, program management, project management, and
- Demonstrated leadership in a field directly related to the group's mandate and scope of practice (e.g., online instructional design, STEM (Science, Technology, Engineering, Math) teaching and learning; developing or delivering online courses using an enterprise level Learning Management System; web and/or digital media development; copyright education and compliance)

#### **Knowledge/Skills/Abilities**

- Superior organizational and functional management skills
- Superior overall project management and planning skills, along with knowledge of related software tools.
- Ability to assess project needs and deploy staff most effectively to meet objectives.
- Demonstrated capability to effectively analyze and understand client/faculty needs.
- Demonstrated capability to effectively research implemented solutions, frameworks and models in similar operations and in the wider education and digital media industries.
- Demonstrated ability to conduct investigations, data analysis, evaluation, and research in a manner relevant to the group's work.
- Demonstrated capability to design and implement services and procedures to effectively meet demands and align with overarching departmental and institutional goals.
- Demonstrated capability to be proactive and predictive in changing demands and technologies while minimizing and identifying risk.

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- Deductive and investigative skills to identify and diagnose complex, non-intuitive technical and/or procedural problems and creatively identify effective and efficient solutions in complex systems and processes.
- Sensitivity to the challenges of working with various stakeholders in an institutional setting. Skilled mediator able to resolve internal and external issues.
- Superior communication skills and demonstrated ability to work as part of a team; demonstrated ability to organize and chair meetings with colleagues and clients.
- Outstanding interpersonal relationship building and employee coaching/development skills.
- Ability to provide direction to skilled and creative staff.
- Ability to balance/advocate for staff needs and overall operational needs and goals of the unit and university.
- Superior knowledge of relevant design and development practices for online learning appropriate for the group under management (e.g., instructional design for online learning, user experience design, universal design; digital media design for learning; educational technology; advanced knowledge of Canadian copyright legislation and issues, and its application in the postsecondary education environment)

### Nature and Scope

- **Contacts:** build effective communication channels and trust relationships with academics (including faculty members as course authors/instructors), as well as members of other administrative support units, internal staff and managers, campus partners, external clients, external representatives (e.g., leaders from similar units, publishers, vendors, technology partners).
- **Level of Responsibility:** Day-to-day management of a functional group of CEL Online Learning Group staff. Ensures that clients/faculty receive effective services. Ensures that CEL procedures and processes are followed effectively and efficiently and that projects/tasks are executed on time and within scope. Provides leadership, performance management, coaching and development of staff. Sets goals and direction for the team. Advises the senior managers on policy and strategic direction for unit as well as decisions that impact unit.
- **Decision-Making Authority:** Responsible for operational decisions within the group, including daily operations, work assignments, deploying staff effectively on projects, dealing with project problems involving clients/faculty, performance management, hiring.
- **Physical and Sensory Demands:** Extended screen time, concentration for planning, extended listening for understanding and resolving issues. The position is exposed to stress and pressure associated with management responsibilities, including deadlines and competing priorities.
- **Working Environment:** Mostly office-based, cubicle environment, frequent distractions.