

Job Description

Job Title:	Course Production Group Manager
Department:	Centre for Extended Learning (CEL)
Reports To:	Senior Production Manager
Jobs Reporting:	Depending upon position: Instructional Digital Media Developer, Learning Management System/Quality Assurance Specialist, Digital Media Production Assistant
Salary Grade:	USG 10
Effective Date:	May 2019

Primary Purpose

The Course Production Group Manager* (referred to here as *The Manager*) reporting to the Senior Production Manager, is one of potentially multiple managers responsible for overseeing and leading the work of a functional group within the Course Production team, engaged in the design, development and maintenance of online courses at CEL. The Manager assigns group staff to tasks/projects, provides appropriate guidance and direction, monitors progress and manages performance accordingly. The Manager implements work systems, procedures and standards to enable and encourage the group to meet departmental productivity and quality goals.

Key Accountabilities

Staff Management

- Provides leadership and direction to a group of Course Production staff, including fostering collegial and productive working relationships within the larger department;
- Manages and evaluates performance, coaches for success, and provides re-training to team members as needed, including the completion of annual performance appraisals for staff;
- Ensures group staff stay current on production techniques, best practice, and emerging trends within the industry;
- Leads the recruitment – with input from Senior Production Manager - and on-boarding of new group staff, ensuring the successful integration of new staff members into the existing team;
- Identifies development opportunities and creates development plans that will enable employee growth and enhance performance;
- Provides advice and guidance to group staff within the framework of UW policies and procedures.

Operations Management

- Assigns group staff to tasks/projects, and adjusts resourcing throughout the project lifecycle as needed;
- Tracks and monitors the (high level) progress of tasks/projects, provides guidance to group staff as required throughout the project lifecycle, and management oversight at key milestones;
- Ensures projects are completed in such a way as to meet departmental productivity and quality goals, coordinating priorities and practices with other Course Production group managers as necessary;
- Provides regular status updates to Senior Production Manager, flags at-risk projects and raises any issues that require escalation/intervention;
- Plans and facilitates group meetings;
- Liaises with other CEL managers/staff as needed (e.g., Technical Support, Learning Design Manager, Online Learning Consultants, etc.)

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- Reviews group processes on a continuous basis to identify opportunities for improvements and efficiencies;
- Provides input on long term staffing needs and work plan based on work volume to Senior Production Manager;
- Advises on software and hardware requirements, timing and budget to meet group needs;
- Maybe be required to coordinate production equipment loans to course authors (microphones etc.) depending upon position.

Production Practices

- Ensures established course development/maintenance processes, procedures and production standards are followed to meet departmental productivity and quality goals;
- Provides input and best practice recommendations to Senior Production Manager regarding improvements to production practices; coordinates change in process with other Course Production group managers;
- Maybe required to contribute to the dissemination of CEL's production practices to groups 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

- Degree or diploma required, or equivalent education and experience;
- Specialized training in staff management is preferred.

Experience

- Minimum 1 year of responsible leadership experience in management, supervisory, or project management positions;
- Minimum 3 years of progressive experience in web development, digital media production, or other relevant field may be required (depending upon position);
- Project management experience, leading course or educationally-related development projects in a higher education setting preferred;
- Previous experience working within a STEM teaching/learning context may be required (depending upon position);
- Previous experience developing/delivering online courses using an enterprise level Learning Management System may be required (depending upon position).

Knowledge/Skills/Abilities

- Outstanding interpersonal relationship building and employee coaching/development skills;
- Ability to provide direction to skilled and creative staff;
- Superior organizational management skills;
- Superior communication skills and demonstrated ability to work as part of a team;
- Strong 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;
- A keen ability to problem solve and creatively identify effective and efficient solutions in complex systems and processes;

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- Sensitivity to the challenges of working with various stakeholders in an institutional setting; Skilled mediator able to resolve internal and external issues;
- Ability to balance/advocate for staff needs and overall operational needs and goals of the unit and university;
- Knowledge of wide range of digital media production practices for teaching and learning an asset (depending upon position);
- Familiarity with instructional design for online learning, user experience design, and universal design an asset (depending upon position);

Nature and Scope

- **Contacts:** Faculty (course authors/instructors), internal staff and managers; other support department managers; external representatives (e.g., leaders from similar units, publishers, vendors, technology partners).
- **Level of Responsibility:** This position provides day to day management of a functional group of CEL Course Production staff. The position ensures that CEL course development and maintenance procedures and processes are followed effectively and efficiently and that projects/tasks are executed on time and within scope.
- **Decision-Making Authority:** Performance management; hiring, daily operations; work assignments; deploying staff effectively on projects; dealing with project problems involving faculty; escalated to Senior Production Manager if discussions with project stakeholders' superiors is required.
- **Physical and Sensory Demands:** Extended screen time; concentration for planning; extended listening for understanding and resolving issues.
- **Working Environment:** Mostly office-based; cubicle environment; frequent distractions.