

Job Description

Job Title:	Project and Portfolio Manager
Department:	Centre for Work-Integrated Learning (WIL)
Reports To:	Assistant Director, Strategy and Business Operations
Jobs Reporting:	N/A
Salary Grade:	USG 11
Effective Date:	March 2023

Primary Purpose

The Centre for Work-Integrated Learning (Centre for WIL) is a part of the Co-op and Experiential Education (CEE) portfolio. Centre for WIL fosters excellence in the pedagogy and practice of Work-Integrated Learning as a thought leader and key provider of curriculum, courses, and programs in this field.

As a member of the leadership team of this unit the position has three main areas of focus:

- Leads key strategic projects by providing project management and change management expertise
- Operationalizes the department's project portfolio
- Manages reporting of the department's strategic direction, projects, and operations

Key Accountabilities

Project Management

- Leads and manages key strategic projects through scaled project initiation, planning, and execution
- Develops, monitors, and supports 10-15 key strategic projects at any given time
- Liaises to establish clear, concise agreed upon project objectives/goals/vision, benefits, scope, and success criteria
- Ensures alignment of outcomes and requirements with CEE and Centre for WIL strategies
- Demonstrates accountability to sponsor for visibility, management, and variances within schedule and scope
- Directs and/or coordinates work to enable appropriate allocation of resources
- Establishes realistic plans that proactively plan for and manage risks, issues, tasks, schedules, communications, quality, benefits, procurement, and delivery of solution(s) throughout the project life cycle
- Manages project constraints (schedule, scope, resources), dependencies, and priorities
- Demonstrates strong analysis, problem solving, and conflict resolution skills towards diverse issues
- Understands, assesses, and manages change and complexity in a dynamic environment to enable informed decision making and ensure stakeholders are ready and enabled to adopt change
- Removes obstacles and escalates to management, when appropriate
- Monitors and reports progress appropriately to interested and impacted stakeholders
- Ensures appropriate decision making occurs according to timelines and milestones
- Maintains project integrity and coherence

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- Understands and adheres to university policies and procedures as they relate to assigned projects

Portfolio Management and Continuous Improvement

- Supports Centre for WIL, senior leadership on developing the strategic direction for the Centre for WIL through strategic planning advice, information, and data related to impact, status, and progress of the unit's initiatives and associated milestones
- Supports the leadership and management teams with defining projects, including the benefits, resourcing, and intended milestones, to ensure projects are aligned to the unit's strategic road map
- Coordinates project initiation of the Centre for WIL's projects to CEE's Project Management Office, ensuring project progress is communicated with CEE stakeholders
- Analyzes initiatives in trouble through the application of specific analysis and problem-solving skills and expertise to identify issues and offer appropriate recommendations
- Understands and remains current with project management best practices
- Evolves the understanding and communication of project/initiative roles and responsibilities and how they may relate to other areas of expertise
- Develops and maintains project learning repository and resources, and keeps the senior management team and other project leads apprised of tools and techniques
- Provides the Centre for WIL's management team and other project leads with resources and consultative support to increase the likelihood of project success
- Collaborates with members of CEE Business Services and across relevant teams to exchange resources and learnings related to continuous improvement of project management

Management of departmental reporting

- Develops and maintains an internal reporting system for the management team to ensure connection and transparency across the Centre for WIL's strategic direction, initiatives, and operations and their connection with CEE's and the University's strategic plan
- Coordinates reporting channels across a multitude of internal and external stakeholders, including the campus community and external partners
- Monitors reporting outputs and identifies opportunities for improvement that fit the changing needs of the department and its stakeholders
- Leads the reporting of the Centre for WIL's initiatives to CEE's Project Management Office, ensuring project progress is communicated with CEE stakeholders
- Generates reports, including summarizing project activities, fact-checking, and presentation of information appropriate to the audience and medium

**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

- Project Management Professional (PMP) certification is required

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- Degree in education, educational technology, instructional design, or related field, at master level, or undergraduate level with post-graduate diploma or certificate, plus corresponding experience

Experience

- Minimum of 5 years' experience project management and proven ability to align work priorities and realize strategic goals
- Experience with project planning, stakeholder engagement, metrics tracking, and outcome analysis in complex initiatives in a multi-stakeholder environment
- Experience providing leadership to a team including providing functional guidance and direction to team members
- Experience developing and implementing strategic plans

Knowledge/Skills/Abilities

- Knowledge of instructional design, learning theory and online learning best practices is an asset
- Knowledge of the various forms of work-integrated learning is an asset
- Experience with developing strong relationships that are sustainable over time
- Outstanding oral and written communication and interpersonal skills, including excellent presentation skills and the ability to be an articulate complex information clearly
- Demonstrated commitment to the core values of respect, equity, diversity, inclusion, and anti-racism
- Ability to manage competing and changing demands with ease
- Ability to work on confidential and sensitive matters with tact and discretion
- Ability to manage challenging conversations with stakeholders
- Ability to work independently or in a team setting, with diverse individuals
- Intermediate Microsoft Office skills (Word, Excel, PowerPoint)

Nature and Scope

- **Contacts:** The Project and Portfolio Manager (PPM) works and collaborates with staff, management, and senior leadership across the Centre, CEE, and various academic support units, depending on the project. The nature of interaction varies across USG levels from exchanging information and coordinating activities to providing advice and guidance and/or influencing/motivating others. The PPM will often work closely with at least one member of the Centre's management team for assigned projects. External contacts may include WIL practitioners at post-secondary institutions, industry associations, and employer and community partners worldwide.
- **Level of Responsibility:** The PPM is responsible for achieving success for their assigned projects by: Building effective, collaborative relationships with the sponsor, stakeholders, consultants, and project team members; Managing a project throughout its life cycle, including developing the project team(s) and preparing stakeholders for the change; Using appropriately scaled project management methodologies, processes, and tools; Adapting to client needs while still ensuring the project is managed appropriately based on size and complexity.
- **Decision-Making Authority:** Accountable and responsible for decisions related to best practices and project management processes for assigned projects, coordinating, and assigning work within assigned projects, and facilitating project decisions throughout the project life cycle to achieve successful project deliverable(s). Accountable and responsible for the escalation of any issues, risks, or concerns regarding assigned projects that are beyond the authority of the Project Manager to

project governance, sponsors, and/or Senior Leadership. Accountable for presenting recommendations to be considered for escalated decision-making.

- **Physical and Sensory Demands:** Competing priorities typical of a manager operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a senior position. Exposed to stress and pressure associated with a dynamic environment of changing priorities, tight deadlines, and competing priorities impacting multiple stakeholders. Given the nature of projects, hours outside of the normal working hours may sometimes be expected. This position will be in contact with a wide variety of internal and external people at all levels of responsibility and must maintain excellent relationships. The PPM will have meetings over technology enabled platforms, across campus, as well as occasional travel for professional development, networking purposes, and external collaboration purposes.