Job Description

UNIVERSITY OF WATERLOO

Job Title:	Project Manager
Department:	WatSPEED
Reports To:	Associate Director, Products
Jobs Reporting:	None
Salary Grade:	USG 11
Effective Date:	October 2021

Primary Purpose

Reporting to the Associate Director, Products, the Project Manager will manage all new WatSPEED strategic program developments; enabling the university to achieve the goals of lifelong learning stated within the strategic plan.

As a key member of the WatSPEED team, the Project Manager will lead all projects, ensuring cross-project work effort remains feasible from a business standpoint, managing several multidisciplinary teams that include internal functional units, faculty and/or other subject matter experts, external clients and staff to ensure that all projects are completed in a timely fashion to meet the strategic goals of the department and university.

Key Accountabilities

Managing Program Development Projects
- The project manager oversees the life cycle of each project from the business development and program approval stages to planning, resourcing and initiating development, right through to launch, maintenance and reoffer.
- They liaise with functional managers for project teams, the sponsor, and the project governance bodies and lead the projects and teams to successful completion.
- Gather detailed program requirements from business development activities, client input and institutional approval groups.
- Define, document, and manage the project scope and deliverables
- Prioritize and schedule program development based on WatSPEED's business needs and capacity limitations (both people and systems).
- Secure acceptance and approval of deliverables and milestones from sponsor and stakeholders.
- Create and maintain all project management documentation and oversight strategies (e.g.,
- charters, timelines, schedules, work-breakdown structures, etc.)
- Establish communication strategies within project teams and with external stakeholders (e.g.,
- faculty members or external clients)
- Cultivate trust and communication with and amongst project's stakeholders
- Identify risks and contingencies and planning/managing those contingencies as they arise.
- Facilitate the resolution of bottlenecks and issues within project teams as they arise, and
- escalate the issue if it cannot be resolved within the team
- Ensure projects are completed on time and on budget. This role is responsible for tracking internal
- staff time, external resource use and project expenditures.
- The project manager will be responsible for an estimated 10-15 projects at any given time

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Planning with WatSPEED leadership

- ☐ Through regular updates and meetings, appraise and report on both the overall health and progress of the projects
- ☐ Help assess the workload of the teams involved in course development and assist with new project scheduling and staffing
- ☐ Utilizes their authority, project management knowledge and leadership skills to direct projects from the business development to production and delivery phases.

Continuous Improvement of Project Management and Production Management Strategies

- ☐ Establishes and implements project management practices within WatSPEED
- ☐ Takes ownership of project goals and utilizes their skills and expertise to inspire a sense of shared purpose within the project team
- ☐ Initiate and conduct a review of current internal communication, planning and production structures
- ☐ Provides counsel to senior leadership on strategies for improving program planning and development efficiencies and effectiveness
- ☐ Implement approved strategies (including managing process changes, documentation, and staff
- ☐ support for transitioning to new strategies)
- ☐ Guides in conflict resolution between teams, mitigating risk to the projects, and finding a solution/compromise that meets both business development and operations' needs.
- ☐ Adapt processes, priorities, planning, and communication strategies as needed to keep up with a fast-changing environment.
- ☐ Represents WatSPEED's interests and makes decisions to benefit the project, business and the organization as a whole.
- ☐ Is able to adapt and willing to reshape the rules and processes when things change.

*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

- ☐ Completion of an undergraduate degree is required, with a graduate degree considered an asset
- ☐ Project management training required; PMP certification preferred

Experience

- ☐ 5+ years of demonstrated strong project management skills and experience in a professional learning, online learning, digital publishing or academic related field.
- ☐ Demonstrated experience and success in leading multi-disciplinary teams
- ☐ Success leading academic projects and working with academic stakeholders
- ☐ Experience acting as a change agent; demonstrating a level of comfort with change and dynamic environments

Knowledge/Skills/Abilities

- ☐ Knowledge of adult, professional and online learning principles and methods
- ☐ Knowledge of instructional design, learning theory and online learning best practices considered an asset
- ☐ Knowledge of media production tools and strategies, and best practices with respect to copyright and accessibility standards considered an asset

- ☐ Strong leadership and negotiation skills; with a proven record of accomplishment of fostering team cohesion
- ☐ Demonstrated strong interpersonal skills and proven adaptability to different team cultures/dynamics
- ☐ Demonstrated ability to create attainable project objectives and see them through to successful completion
- ☐ Has exceptional communication skills both written and verbal, to enable appropriate facilitation, negotiation, and stakeholder engagement
- ☐ Is objective, non-partisan and can empathize with all stakeholders
- ☐ Proficiency in the use of electronic project management and online collaboration tools

Nature and Scope

- ☐ **Contacts:** External: vendors, contractors, industry corporate clients. Internal: WatSPEED Senior Leadership, management, business developers and program managers, University academic and non-academic staff including faculty, department chairs and directors, online course development staff (designers, developers, QA/LMS, support and IST)
- ☐ **Level of Responsibility:** Leads all projects from inception to delivery, reporting on progress of these projects to the AVP of Innovation. Budgets for individual projects to be tracked and maintained, with project budgets ranging from $10,000 - $500,000 and total budgets at any one time potentially exceeding $1,000,000. Responsible for management of projects and functional direction of staff working on projects.
- ☐ **Decision-Making Authority:** Decides what is viable in terms of resources, funding and time, and makes determinations of project health. The Project Manager's expertise and domain is project management. The Project Manager would provide viable options to the team after assessing time and resources available; designers would choose best option based on their expertise and needs of the project.
- ☐ **Physical and Sensory Demands**: Ability to work under tight deadlines and potentially stressful situations, ability to keep information and details from multiple projects straight, ability to juggle multiple, competing priorities.
- ☐ **Working Environment:** Office-based (open office environment), occasional travel (on campus, between campuses, off-site). Some work from home expected through the COVID-19 pandemic.