

## Job Description

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<b>Job Title:</b>	Academic Program Development Specialist
<b>Department:</b>	Future Cities Institute
<b>Reports To:</b>	Managing Director, Future Cities Institute
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 8
<b>Effective Date:</b>	May 2024

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### **Primary Purpose**

The Academic Program Development Specialist reports to the Managing Director, Future Cities Institute (FCI) to support and manage the administration of the future cities programming. Significant aspects of this position include coordination with central university administration (e.g. registrar's office), course and lab scheduling of the academic programs, developing and maintaining administrative processes, and curriculum review and deployment.

The Academic Program Development Specialist works closely with the leadership group of the Future Cities Institute (FCI), the Director, and the Managing Director FCI to manage the design, development and delivery of new collaborative academic and life-long learning programs in future cities. The incumbent is responsible for program and curriculum development, partnership development, program promotions, program management and administration, and program tracking, evaluation and reporting for FCI programs. The position is also responsible for supporting curriculum development, updates and approvals for new programs. This unique position will contribute directly to shaping the evolution of Waterloo's future cities educational programming.

### **Key Accountabilities**

#### **Future cities programming development and coordination**

- Support the Director, FCI (and/or their delegate), in the program approval process, including development of required documentation and undertaking background research and information gathering
- Work closely with the Director, Managing Director and (when appropriate) a cross-Faculty program advisory committee to design and develop the course content for the future cities graduate and undergraduate course content
- Undertake a comprehensive review of the course calendar to identify courses that could be linked to the future cities in each Faculty, and identify gaps where new course offerings may be developed
- As needed, support the coordination of the Master of Future Cities, Faculty of Environment and Master of Engineering, Future Cities graduate degree programs, including budgeting, managing logistics, tracking milestones, reporting, and supporting instructors and students
- Identify opportunities to integrate experiential learning activities and research taking place in the Future Cities Institute to programs/diplomas
- Coordinate events for students to engage in academic program enrichment opportunities
- Design and manage a high-profile annual lecture series and associated interactive events for students and the broader community that align with learning objectives and supports network building and exposure to complementary experts and ideas
- Coordinate with the Faculty and University level marketing, recruitment and communications teams to develop marketing and recruitment plans and materials to promote the future cities programs

- Coordinate the adjudication of FCI scholarships

### **Development and Management of the Life-long Learning Program**

- Apply best practices and innovative approaches to design new and unique life-long learning courses, seminars and workshops for private and public sector professionals that draw on Future Cities Institute experts and leverage existing curriculum
- Apply expertise in pedagogy and life-long learning to design effective learning outcomes, teaching strategies, learning activities and tasks, and assessment strategies
- Maintain effective input into program development from relevant Faculties, departments, schools and other support units through the establishment and coordination of an advisory committee to ensure program buy-in, alignment with strategic institutional objectives, and value
- Undertake structured market research to identify opportunities for new life-long learning program offerings related to future cities
- Develop and manage a partnership strategy to actively engage external groups, organizations, and companies to promote the programs and gain an understanding of their training needs
- Work closely with the Future Cities Institute Communications Officer to design marketing materials, program websites, and other communications products to support the promotion of the life-long learning programs
- Design and manage networking activities and events for program participants to expand and support strategic opportunities for the Faculty of Environment, Faculty of Engineering and Future Cities Institute, including with respect to opportunities for interdisciplinary and experiential teaching, research, learning and outreach, and other University-industry collaborations
- Work closely with the Managing Director of the FCI to ensure financial accountability and sustainability of the life-long learning programs
- Design program metrics and a system to track performance, outcomes, and the impact of the program over time
- Undertake regular program reviews, including soliciting feedback from participants, instructors, and other cross-faculty and external stakeholders
- Provide recommendations for updates and changes to the programs based on feedback, trends, and learning outcomes assessment tools and techniques, and develop a feedback loop to facilitate the ongoing refinement of course offerings
- Prepare annual reports that summarize program activities, achievements, changes and results for various internal and external audiences
- Manage new program development schedules and processes, including setting objectives, timelines and milestones, and applying strong project management practices

### **Administrative support**

- Provide statistical information, conduct research, develop materials and reports to contribute to discussions, decision-making, committees, and meetings for forecasting, reporting purposes, long term planning and implementation of ongoing changes
- Coordinate, compile, and edit submissions for the graduate calendar with relevant Faculty graduate administrators
- Monitor FCI faculty appointment changes, additions of new faculty members, revisions to existing programs and/or courses, and new program and/or course offerings is required to ensure correct information is submitted
- Perform other duties and assists with special projects assigned by the Director and Managing Director, FCI

*\*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*

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*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**

<p><b>Education</b></p> <ul style="list-style-type: none"><li>• Graduate degree (Masters) in a relevant field (future cities, engineering, planning, education)</li><li>• A certificate, diploma, or other certification/qualification in adult education, online learning, instructional design, program management, or project management is an asset</li></ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"><li>• Experience related to pedagogical design and curriculum development or educational development at the post-secondary level</li><li>• Minimum of five years of experience in program management and coordination, and partnership/business development in a life-long learning or adult education environment</li><li>• Experience teaching (or supporting teaching) in higher education is an asset</li><li>• Demonstrated expertise in the creation and delivery of online, blended and in-person learning</li><li>• Demonstrated capabilities in program evaluation and quantitative and/or qualitative research methods</li><li>• A broad understanding and knowledge of the University of Waterloo environment at both the organizational and operational levels is an asset</li><li>• Demonstrated experience and success working with external partners, senior leaders, and topic experts</li></ul>
<p><b>Knowledge/Skills/Abilities</b></p> <ul style="list-style-type: none"><li>• Excellent communication and relationship management skills - written, verbal, interpersonal, presentation, advocacy - communicates clearly and professionally with a diverse group of internal and external stakeholders including faculty, staff, administrators, partners, and clients</li><li>• Ability to recognize opportunities and refine them to defined programs</li><li>• Proven ability to collaborate with a broad range of stakeholders in various roles and at various levels of an organization to effectively achieve program objectives</li><li>• Project management and coordination skills – able to consistently plan, facilitate, document and follow up on meetings, tasks, decisions and approvals in a consistent and transparent manner</li><li>• Superior organizational and self-management including time management and the ability to prioritize, multi-task and attend to detail</li><li>• Proactively anticipates challenges and takes initiative in resolving issues</li><li>• Thorough understanding of adult learning principles and ability to apply program context to ground discussions and program decisions</li><li>• Excellent negotiation skills</li><li>• Flexible and entrepreneurial mindset</li></ul>

### **Nature and Scope**

- **Contacts: Internal:** There is significant interaction with faculty from across the university, as well as administrative staff in each Faculty and other units. Primary internal contacts will include Future Cities Institute leadership (Directors, Managing Director), Faculty of Environment and Faculty of Engineering (including the Deans, Associate Deans, Graduate Studies, Executive Officers, Graduate Studies Marketing and Recruitment Teams) and operational staff (Communications Officers, Project Coordinator), as well as institute faculty members. This position will also interact with graduate students from across the university. **External:** The position will represent the institute and work closely with senior leaders and experts in partner organizations at senior and management levels, including

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within the public, private and non-profit sectors, and community groups. In addition, the position will interact professionally with national and international experts in future cities education

- **Level of Responsibility:** This job has specialized work with minimal supervision and provides leadership and guidance to others. Manages engagement processes that require the ability to influence others. The position is expected to be an expert in their field and able to maintain credibility and stay current in higher education and life-long learning.
- **Decision-Making Authority:** Responsible for implementing the institute's professional and life-long learning programs, including making recommendations to senior leadership (Directors and Managing Director) on budgetary and strategic decisions. Represents the FCI externally, which requires strong judgement in discussions with potential and existing partners to ensure outcomes and expectations align.
- **Physical and Sensory Demands:** Minimal demands typical of a professional/administrative position within an office environment.
- **Working Environment:** Office based work environment. Limited travel and occasional evening/weekend work may be required. No significant physical risks. Physical risk typical of those associated with a business travel. No significant psychological risks. Disruption in lifestyle due to travel requirements and/or unusual schedules. Position is often required to meet deadlines outside of the institute's control.