A. IDENTIFICATION

Position Title: Program Manager, Field Programs
Department: Faculty of Education, Field Programs
Position Reports To (Title): Senior Manager, Graduate Studies
Date: May 8, 2017

B. POSITION SUMMARY

Reporting to the Senior Manager, Graduate Studies, the Program Manager, Field Programs manages the delivery and operation of Field Programs in the Faculty of Education including: development and implementation of policies; financial management and the preparation of financial summaries and budget projections; and liaison with other areas in the Faculty and University. Oversees the development, scheduling and monitoring of credit course offering; provides organizational and administrative support for non-credit programs and projects; and supervises support staff.

C. DUTIES AND RESPONSIBILITIES

Manages the operation of Field Programs including: development and implementation of policies, procedures, flow charts, reports; financial management and the preparation of financial summaries and budget projections for all areas of Field Programs; distribution of information regarding Field Programs activities; and liaison with other areas in the Faculty of Education and University.

Provides regular reporting for all aspects of credit and non-credit programs and projects. Prepares projected and actual income and expenditure statements for specific Field Programs activities. Prepares financial statements for external agencies as required. Liaises with Financial Services and external agencies regarding financial transactions. Assists with or develops budget proposals to funding agencies.

Initiates and implements appropriate financial record-keeping, monitoring and reporting systems. Supervises staff responsible for data entry and monthly reconciliation of financial statements for all Field Programs activities. Approves invoices, travel claims, contractor payments, and other expenditures.

Oversees the development, scheduling and monitoring of credit course offerings including ongoing coordination and supervision of staff responsible for preparing program and course outlines; coordinating course and instructor approvals; communicate with potential instructors, supervisors and mentors; preparing employment contracts; processing student fee payments; preparing information for university publications and advertising; and liaising with other institutions and agencies co-sponsoring credit courses and programs.

Ensures the Field Programs staff provide accurate and effective service. Supervises staff and develops timelines for priorities and the completion of work. Intervenes in a timely and appropriate manner with respect to questions or concerns about staff performance. Hires, trains, disciplines, and evaluates staff. Initiates staff development plans.

Provides organizational and administrative support for non-credit programs and projects by preparing job descriptions for project managers, student helpers and other personnel; overseeing space and equipment allocations; overseeing projects and administering contracts and financial records.

Provides assistance for credit and non-credit residential in-service projects, including overseeing staff responsible for: organizing and coordinating housing, medical insurance, travel arrangements, registrations, and fee payments; and interacting and liaising with external and internal agencies.

Attends various meetings and provides liaison on behalf of Field Programs.
D. DECISION MAKING

i) Give some typical examples of the most important decisions the incumbent is expected to make in carrying out the duties and responsibilities of the position. To what extent can the incumbent rely on established policies or advice from others in making these decisions?

The incumbent is expected to make decisions in administering and monitoring all financial activities for Field Programs. Some policies and guidelines are available for this purpose; however, many decisions will require good judgment.

Decisions with regard to supervision and workload of employees are expected. The incumbent will be expected to use initiative and judgment in areas not covered by the union contract.

The incumbent is expected to exercise initiative in matters relating to supervision and administration of staff daily work.

ii) Give some examples of the types of decisions the incumbent would refer to his/her supervisor.

Decisions involving changes in policy or precedents should be discussed with professional staff, including the Senior Manager and Program Coordinators.

E. SUPERVISION EXERCISED

Number of continuing employees reporting directly to the position: 4

Total number of continuing employees for whom the position has direct responsibility: 4

Note: Supervises temporary staff and students as required.

F. SUPERVISION RECEIVED

The incumbent is not expected to require day-to-day supervision with regard to workload. The incumbent is expected to exercise initiative, but should use judgment in keeping the professional staff informed of actions that could have an effect upon decisions to be made at a higher level. In addition, the incumbent is expected to respond to the needs of the Senior Manager and Program Coordinators when required. The incumbent should not expect to have the majority of his/her work checked or reviewed.

G. UNUSUAL WORKING CONDITIONS

The responsive nature of professional services in a constantly changing cost-recovery environment requires high levels of flexibility, creativity, and tolerance for ambiguity.

The position has significant involvement in both program development and implementation. Close working relationships and open communication are essential to maintain teamwork in this environment.

The fact that all programs and courses are offered off campus in a variety of locations and in partnership with a variety of agencies presents unusual working conditions. Communications, scheduling, travelling, budget planning and monitoring require flexible routines and ongoing monitoring.

Field Programs provides personalized service to an unusually large number of students in relation to the size of the professional staff.

H. ENTRANCE QUALIFICATIONS

Bachelor’s Degree in Arts with five years of management experience including financial management and supervisory experience, or an equivalent combination of education, training, and experience.

Good knowledge of marketing and communications strategies.

Excellent planning, administrative and budget management skills

Excellent supervisory, leadership and coaching skills
Excellent interpersonal and communications skills, both written and oral.

Excellent organizational, analytical reasoning, problem-solving and conflict management skills.

Ability to exercise mature judgment, initiative, diplomacy, tact and discretion.

Ability to demonstrate sensitivity to diversity within educational communities

Ability to develop and maintain effective working relationships with various stakeholders.

Ability to work collaboratively as a member of a team.

Proficient in the use of standard office applications and enterprise-level information systems (e.g., Word, Excel, PeopleSoft).