POSITION DESCRIPTION

Position Title: Program Delivery Manager (Blended Learning)

Organisation Unit: Student Strategy Program Office
Institute of Teaching and Learning Innovation

Position Number: 3041563

Type of Employment: Full Time, Fixed Term (3 years)

Classification: HEW Level 9

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (65). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences,

V6.2 October 2017
sustainable minerals, bioengineering and nanotechnology, as well as social science research.

UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The Institute for Teaching and Learning Innovation (ITaLI) is taking a leading role in teaching and learning, professional education and innovation. ITaLI is an integrated teaching, research and service delivery centre for teaching and learning practices at UQ. ITaLI seeks to establish and maintain a flexible operating structure to drive and support innovation and excellence for these activities.

Directed by the Pro-Vice-Chancellor (Teaching and Learning), ITaLI provides leadership, engagement and advocacy in educational innovation, teaching excellence and learning analytics, and aims to transform teaching and learning across the University through the delivery of faculty and executive prioritised, teaching and learning projects and services, including support to deliver UQ’s Student Strategy. ITaLI addresses critical areas of unmet need in teaching and learning by bridging the gap between the exponentially-expanding discipline of higher education teaching and the increasing complexity of teaching to assist University teaching staff and improve the learning experience of students.

The UQ Strategic Plan 2018-2021 includes goals to provide a blended learning experience that offers greater flexibility for students to personalise their learning experience through online learning, while retaining high-value active and collaborative on-campus classes that engage students in learning experiences unique to UQ. In support of this goal, UQ is establishing the Blended Learning Program to design, develop and implement a series of 60-plus blended courses (flexible online learning blended with high value on-campus active learning) over the period of 2018-2020.

The Student Strategy Program Office has been established within ITaLI to support the governance and delivery of UQ’s Blended Learning Program and other initiatives.

For further information on ITaLI, please refer to www.itali.uq.edu.au. Further information on UQ’s Student Strategy may be found at www.student-strategy.uq.edu.au.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

Reporting to the Program Manager, Student Strategy, and under the guidance of the Blended Learning Steering Committee, the Program Delivery Manager is responsible for managing the Blended Learning Program and engaging academic staff, students, learning designers and digital course production teams to produce the selected blended courses.
The program is also expected to develop and deliver:

- A blended course “blueprint” and scalable development methodology to ensure that UQ consistently delivers the benefits of UQ’s blended learning approach in a sustainable manner;
- A blended learning resource library (e.g. reusable digital assets, blended course templates and tools, active learning class materials);
- A standard online e-learning environment/architecture that facilitates UQ’s blended learning approach;
- A learning analytics solution to provide learning and engagement feedback to students and staff;
- Engagement with the UQ teaching and learning community to shape, realise and expand the benefits of blended learning; and
- Other deliverables that contribute to the achievement of the program objectives as directed by the program steering committee.

**Duties**

Duties and responsibilities of the Program Delivery Manager, Blended Learning Program, include, but are not limited to:

- In consultation with the Deputy Director (eLearning) and UQx Manager, plan and manage program delivery, including:
  - management, scheduling and coordination of projects and key activities,
  - manage and schedule program resources,
  - manage program budget and schedule,
  - tracking and reporting progress, including forecasting completion dates and total project expense,
  - manage risks & issues;
- Establish and maintain processes, systems and resources to govern, manage and deliver the program and its component projects and activities;
- Advise and support UQ leadership and stakeholders in the development of blended learning strategy, design and implementation;
- Work with the Deputy Director (eLearning) and UQx Manager to plan and manage project resources, including:
  - Establish, manage and develop program staff and contractors according to identified program resource requirements;
  - Engage and support student partners and academic staff working on course development;
- Manage, communicate and support change impacting UQ processes, systems, roles and courses arising from the program;
- Engage stakeholders and communicate program status and benefits;
- Any other duties as reasonably directed by the Program Manager, Student Strategy.
Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- the University's Code of Conduct
- requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
- the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships

The position reports to the Program Manager, Student Strategy, and will supervise program staff and contractors as required, such as a Program Analyst, Business Analysts and Project Managers.

This position will work directly and indirectly with UQ Faculties and Schools, UQ students, the Institute of Teaching and Learning Innovation (including UQx), and Information Technology Services to deliver the program.
SELECTED CRITERIA

Essential

- Relevant postgraduate qualifications – e.g. education, project management, IT, business, or a related field; or an equivalent combination of experience and education;
- Demonstrated experience in a program management role utilising structured program and project management frameworks (e.g. PRINCE2/MSP or PMP), including demonstrated experience:
  - Supporting program governance processes and documentation, including program and project approvals and progress reporting,
  - Managing programs from planning to implementation and evaluation, and demonstrating achievement of project objectives, scope, benefits and performance, and transitioning accepted deliverables to operational responsibility,
  - Establishing and maintaining appropriate program/project management processes, systems, templates and tools,
  - Managing program and project staff,
  - Managing program budgets;
- Demonstrated experience in the design, implementation and/or change in the delivery of educational courses or programs, involving digital/on-line learning environments;
- Excellent written, graphical and verbal communication skills that demonstrate an exceptional ability to articulate situational contexts, prioritise issues, and recommend well-supported options, decisions and actions;
- Highly developed interpersonal skills, including a proven ability to:
  - navigate a complex organisational environment,
  - engage and work constructively with a range of people, including students, academic and professional staff across a range of functional/technical areas,
  - lead organisational change and influence others to achieve organisation-wide goals and objectives; and

Desirable

- Experience in best practice educational/learning design in the higher education sector, including experience in active learning pedagogies and the development of online courses, e.g. Massive Open Online Courses (MOOCs) and/or Small Private Online Courses (SPOCs).

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University's Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.