

POSITION DESCRIPTION

POSITION TITLE: Program Manager	CLASSIFICATION LEVEL: 6
FACULTY/OFFICE: Transformation CoLab	DATE: June 2021

PURPOSE OF THE POSITION:

The Program Manager provides the management and coordination of Beyond Bond - Create Your Future as part of the Core Curriculum for all undergraduate degree programs. **The Program Manager** will work closely with the Assistant Provost to implement the University learning and teaching strategy for the Transformation CoLab to enhance the Graduate Attributes and Graduate Outcomes of all Bond students.

BEYOND BOND: CREATE YOUR FUTURE! is a personalised and degree-wide professional development program through which students prepare for the transition from study to career.

Beyond Bond empowers students to create and curate the evidence with which to demonstrate their graduate employability, which we define as “the ability to create and sustain work and learning across the career lifespan and in multiple contexts”. Students engage with the Program’s capability framework to achieve milestones which align with the University’s graduate attributes and with the professional standards of their discipline.

REPORTING RELATIONSHIPS

This position reports to the Assistant Provost, Transformation CoLab.

ESSENTIAL ATTRIBUTES:

- Completed study at a level commensurate with the position.
- Sound knowledge of career development and practice.
- Extensive experience in higher education or learning and development environments.
- Extensive experience with program or project coordination.
- Demonstrated ability to collaborate with diverse stakeholders.
- Demonstrated experience managing staff and leading teams in a fast-paced work environment.
- Experience managing program logistics, problem solving, and implementing a continuous improvement process.
- Working knowledge of IT systems such as iLearn and Student One, and/or recording of student activity.
- Demonstrated record of and commitment to quality student outcomes supported by experience in the design, development, innovation and delivery of student services and curriculum.
- Displays integrity, openness, and sound judgment and is committed to ethical behaviour.
- Alignment with Bond University values.

DESIRABLE ATTRIBUTES:

- Experience in education technology.
- Sound knowledge of Career Development theory and practice.
- Experience in teaching within a higher education environment.

COMPETENCY:	RESPONSIBILITY:	PERFORMANCE INDICATORS:
Program Management	<ul style="list-style-type: none"> Plan and coordinate milestones, completions requirements and outcomes as they relate to each semester and graduating cohort Plan and implement systems that perform the work to fulfil the mission and goals for Beyond Bond and the Transformation CoLab in close collaboration with the Program Specialist Promote Beyond Bond through a number of channels throughout the university to build visibility and understanding of this unique program. This includes reviewing current strategies in place around Communications, Student Engagement and Administration. Represent the program at wider university meetings, communicating regularly with management across faculty and professional departments to promote visibility, collegiality information and collaboration Manage and monitor operational budgetary and financial costs to the program Management of budget and reporting to Assistant Provost and through the Transformation CoLab Curriculum Committee for approvals and ratification of student subject completion Develop, manage and maintain policies and governance processes in collaboration with the Beyond Bond team, Assistant Provost and other related stakeholders as required relating to; <ul style="list-style-type: none"> Exceptions and exemptions Beyond Bond Rules of Engagement Beyond Bond complaints and compliance Advance standing / Credit / Cross Institutional study Design and implement a process to ensure ethical participation in Beyond Bond and adherence to Academic rules including plagiarism and academic honesty. And other as identified 	
Program Operations and Implementation	<ul style="list-style-type: none"> Ensuring that the graduate attributes of the University and Core Curriculum are supported in the delivery of the subject in addition to the broader set of employability skills and capabilities framework. Oversee the coordination of activities and programs as they relate to developing capabilities as outlined in the skills and capabilities framework. Oversee the data management and tracking around student engagement, subject compliance, student outreach, required reporting, collaborative problem solving including identification and management of any emerging issues to ensure the successfully operations of the subject each semester. Resolve of or escalate Faculty related issues to the Assistant Provost. Apply a continuous improvement approach to evaluation 	

	<p>measures to inform student engagement initiatives</p> <ul style="list-style-type: none"> • Work collaboratively with the wider university including but not limited to Career Development Centre, Academic Skills Centre, Bond Library, Student Business Centre in the support and delivery of academic support, careers and employment related activities and programs. • Manage an ongoing continuous subject improvement processes including feedback from key stakeholders and amending accordingly 	
Staff Management and Development	<ul style="list-style-type: none"> • Manage the program team • Create a positive team culture and work environment consistent with the university's missions, vision and guiding principles and values. • Facilitate and support program team in all aspects of student engagement in Beyond Bond and engagement in career learning and development as identified • Coach, mentor and develop staff including onboarding of new staff and providing career development planning and opportunities • Lead employees to meet the university expectations for productivity, quality and continuous improvement and goal accomplishment • Lead employees using a performance management and development process that provides an overall context and framework to encourage employee contribution • Provide effective performance feedback through employee recognition, an any disciplinary action with the assistance of Human Resources when necessary. • Maintain staff work schedules including required training, leave and rostering. • Maintain transparent communication through regular one to one and team meetings, appropriate email and regular interpersonal communication. 	
Student Engagement	<ul style="list-style-type: none"> • Strong commitment to student experience and the ability to relate well to others • Demonstrated ability to provide professional, quality student support and/or referral when responding to enquiries and resolving complex issues • Provide quality support and service to students through the delivery of one to one student consults, (face to face and online), group settings as well as through phone and emails as required • Ability to understand and apply University policies and procedures, with consideration to welfare, equity, and cultural issues. • Engage with various University stakeholders – Academic and General Staff and Students as it relates to student engagement and promotion within Beyond Bond. • Liaise with Student Advisory and Academic Advisory Panel as 	

	it relates to Capability Framework and feedback.	
Teaching and Learning	<ul style="list-style-type: none"> • Review the preparation of all teaching materials and subsequently for the continuous improvement of methods and materials. • Work closely with the Careers Educator, on the content, design, planning and learning outcomes and objectives for Beyond Bond to further align with the objectives of the Transformation CoLab and the Bond Graduate Attributes • Facilitate the coordination and where necessary the allocation of teaching staff such as Adjuncts or external instructors/facilitators, related contracts and timetabling as required • Coordinate and organise the preparation, allocations and review of student artefacts and achievement milestones and all related completion requirements. • Promote and facilitate student engagement in the delivery of Beyond Bond workshops (face to face or online), related modules and online support sessions • Where required, facilitate and deliver workshop content within the broader Core Curriculum through multi-modal or other remote or online learning platforms • Oversee the coordination of completion tasks and requirements, review of student artefacts and eligible achievement milestones and student progress throughout each semester • Evaluate and provide feedback on student reflections and related submissions and artefacts • Provide respect and support for the development of students as individuals and thereby contributing to creating the unique Bond learning experience for students 	
Communications and Promotion	<ul style="list-style-type: none"> • Oversee the development of program communications strategy, its implementation and allocation of tasks across the team and regular review. • Application of consistent and transparent communication and engagement strategies • Work collaboratively within the Transformation Colab, and across the wider university to connect and engage with staff to identify opportunities for further development and collaboration • Participate and actively contribute to collaborations, consultations and activity that assists build the profile of Beyond Bond, the Transformation Colab, and the Core Curriculum. 	
Working Relationships	<ul style="list-style-type: none"> • Establish and maintain productive working relationships with students and staff at all levels of the organisation. • Proven ability to work independently and with others in a fast paced, team-oriented environment • Demonstrated interpersonal skills, verbal and written with the ability to manage and build relationships cross-culturally to establish rapport with internal and external stakeholders at all 	

	levels.	
Project Development	<p>Oversee and coordinate the development and design of key projects as part of the continuous improvement and evolution of Beyond Bond including but not limited to;</p> <ul style="list-style-type: none"> • Capability Framework development • LMS maintenance and development – <ul style="list-style-type: none"> ○ Maintaining annual revision and update and clarity around eligible experiences ○ Oversee the Beyond Bond iLearn site as it relates to Activity content, reflection and template content, new entries, submissions, reallocations, points allocations, email records and responding to enquiries via in iLearn ○ Exploratory work around LMS needs for the program and successful transition and related implementation • Develop and review reflection templates, activity inclusions, rubric alignment and resubmissions processes • Explore opportunities with faculties. Assess and process faculty applications for the Capability Framework points allocation. Advise faculty of outcomes. • Explore further innovations for the program around alignment and development in areas such as Microcredentials and Digital Badging, collaborative projects and partnership activity as identified. 	
Monitoring and Recording	<ul style="list-style-type: none"> • Report to the Transformation Core Curriculum Committee each semester covering student progress and engagement, analyse and report on student activity choices and reflections, and program accountability. • Work closely with the Program Specialist to ensure the efficient and accurate tracking and management of a high volume of students to successful engagement and subject completion. • Ensure students complete – Beyond Bond as required and have appropriate notations for graduation on both AHEG and Activity Transcript • Liaise with Assistant Provost as it relates to High-Risk Students • Liaise with Student Business Centre and Transformation Core Curriculum Committee as it relates to High-Risk Students as required • Oversee the resolution of any complaints and issues 	
Understanding of Quality Assurance & Continuous Improvement	<ul style="list-style-type: none"> • Design and implement processes to ensure quality and integrity of the program • Demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University. • Identify ways to improve current work processes in order to establish more streamlined practices and improved customer outcomes. • Demonstrate an ongoing commitment to the Bond University 	

	Strategic Plan, University policy and to our quality assurance processes.	
Understanding of Cultural Sensitivity	<ul style="list-style-type: none"> • Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness, and cultural sensitivity will form the basis of the professional working relationship. • Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills. 	
Understanding of WHS Responsibilities	<ul style="list-style-type: none"> • Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area. • All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame. • Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (where applicable). 	

Note – the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.