



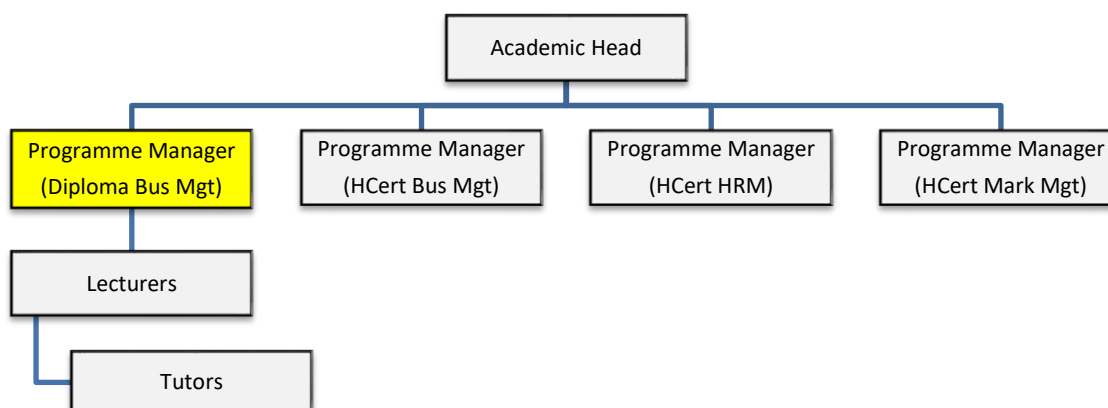
JOB DESCRIPTION

JOB TITLE:	Programme Manager (Diploma in Business Management)
ENGAGE:	Grade 7
SALARY BRACKET	Market related
DEPARTMENT:	Faculty of Management and Business Sciences
LOCATION:	East London
REPORTING TO:	Academic Head
NO. OF SUBORDINATES	Up to 10 Lecturers and/or Tutors (Academic team)
TRAVEL	As required
OWN TRANSPORT REQUIRED	No

MAIN OBJECTIVE OF THE POSITION

- ❖ Overall responsibility for the development, implementation and management of the programme titled *Diploma in Business Management* (hereafter referred to as “The Programme”).
- ❖ Development of curricula and materials for online learning.
- ❖ Facilitation of Teaching and Learning and administer assessment of selected modules through a distance mode of delivery, with a specific focus on online delivery.
- ❖ Quality management of The Programme and associated modules.
- ❖ Engaging students through institutional and online platforms to support learning.
- ❖ Collaborate in the research and design of new academic programmes and modules.
- ❖ Actively contribute to the operations of Faculty.

DEPARTMENT ORGANOGRAM



KEY PERFORMANCE AREAS

Core, essential responsibilities / outputs of the position (KPA's)

Academic Management and Leadership

- Development and execution of the relevant systems and resource requirements to enable the institution to roll out the Programme.
- Responsible, in consultation with the Academic Head and Head: Research and Development, for programme/module design, development and review for a distance mode of delivery, with specific reference to the integration of technology in teaching and learning.
- Accountable for academic and administrative leadership of The Programme.
- Responsible for overall quality management of academic teaching and learning in the Programme, including learning content, student interaction and support and administrative processes, and ensuring compliance with the institution's vision, its brand, policies and procedures.
- Continuously evaluate teaching and assessment practices against institutional policies and contribute to policy review.
- Accountable for programme and module administration e.g. keeping assessment records of students registered on allocated module(s), administer module evaluations and interpret such, scheduling activities etc.
- Academic reporting and preparing submissions as required by management and/or regulators.
- Run academic performance management and reporting on all aspects of The Programme.
- Ensure adequate resourcing on The Programme including the recruitment and/or allocation of lecturers and tutors, coaching and mentoring of such and the appointment of external resources such as external examiners, peer reviewers, etc.
- People management of team members responsible for the delivery and support of teaching and learning on The Programme, as well as performance management and enabling the professional development and growth of the academic team.
- As member of the senior academic team, being responsible for efficient budget management of The Programme.
- General faculty and departmental administration as assigned by the Academic Head.
- Any other assigned duties pertaining to the improvement of the institution's academic offerings and/or services.

Teaching & Learning

- Responsible for teaching and learning initiatives, including the facilitation of learning through multiple channels and academic campaigns to facilitate student engagement and academic throughput in associated modules.
- Using innovative yet appropriate pedagogy and technology for distance and online learning.
- Facilitating the effective delivery of the Programme, including the provision of student-centric academic support to students.
- Design and administer assessments, including online assessments, in line with institutional policies and guidelines.
- Marking of assessments and processing of marks, including the provision of constructive feedback to students across The Programme.
- Coordinate the design, development and distribution of core and supplementary learning materials using technology and multiple learning channels.
- Within the Programme, apply risk profiling using data analytics, identify students at risk, plan and execute strategies and interventions to remedy student participation shortcomings and academic performance.

Enhance the Student experience

- Establish a programme plan with a clear student onboarding and engagement process, setting out the relevant channels and enforce student discipline and utilisation of desired channels.
- Ensure the optimal use of educational technologies such as the institutional Student Management System (SUMIT), the Moodle-based Learning Management System (iCan) as well as appropriate social media platforms such as Facebook, Twitter, WhatsApp, etc to facilitate and support teaching and learning.
- Overseeing the resolution of students' academic queries, identify trends and incorporating appropriate responses into the learning process.

- Drive the continuous engagement with students to enhance their individual learning journey, and oversee implementation of action plans on identified areas for improvement.
- Develop systems as part of The Programme to encourage and support students, recognise performance and ensure an enjoyable and rewarding academic journey.

Academic citizenship / Community Engagement

- As a senior member of Faculty, actively contribute to the overall operations and success of Faculty and the Institution. This includes, among others, participation in various initiatives and assuming membership of key institutional committees and structures.
- Ensure the alignment between the Institution's social agenda, student community building and the curriculum. Oversee the integration of community needs in the planning and delivery of teaching and learning.
- Actively pursue industry relationships with key stakeholders with a view of facilitating academic relevance, excellence and graduate placement.
- Engage with external peers and actively participate in industry bodies and incorporate developments and trends in industry into learning processes and practices.

Research

- Whilst focusing on the programme becoming an industry leader, conduct ongoing academic research on programme content, teaching practices, online assessment practices, target market relevance, contemporary and social issues relevant to The Programme.
- Present findings and recommendations to the institutional structures and incorporate subject matter relevance information into the academic programmes.
- As a subject expert in the Business Management space share research findings with academic peers to facilitate collaborative learning and knowledge expansion.
- As Programme leader, contribute to the bodies of knowledge associated with own specialisation area as well as the Distance/Open/Online Learning communities.
- Build individual and institutional academic credibility through the submission of research findings and/or papers at credible forums and/or publications.

KEY INTERFACES/CUSTOMERS (INTERNAL & EXTERNAL)

- Internal: All internal stakeholders involved in the Academic value chain, including Student Enrolment team, Student Services and Administration, Academic peers, Marketing, Logistics
- External: Students, Industry, Regulators, Academic Peers and Consultants

ESSENTIAL WORK EXPERIENCE

- Minimum five years teaching/lecturing at a recognised tertiary institution in the field of Business Management or a cognate discipline.
- Familiarity with the academic discourse within the Business Management field and related disciplines.
- Proven ability to design curriculum, develop academic content, facilitate student learning and assessment.
- Proven ability to make the right pedagogical decisions that informs the selection and use of appropriate technology to support learning.
- Proven track record of successfully rolling out accredited academic programmes whilst applying project management processes
- Track record of positive stakeholder networking outcomes.
- Demonstrable evidence of learning design and facilitation, academic management, management of academics and academic support staff.
- Extensive previous application of learning management systems, such as Moodle, Blackboard etc, social media platforms and other relevant education technologies.

BENEFICIAL WORK EXPERIENCE

Experience in two or more of the following:

- Track record of teaching at a distance and/or online learning environment using multiple learning channels.
- Application of eLearning methodologies.
- Curriculum design and development for a distance / online learning context.
- Experience in academic material development, instructional design and assessment design using digital formats and tools, including digital authoring tools (such as Articulate).

KEY FUNCTIONAL / TECHNICAL KNOWLEDGE (AREAS OF EXPERTISE)

1. Intimate knowledge of the Business Management discipline including the ability to facilitate teaching and learning at NQF levels 5 to 7 in this field.
2. Apart from the area of specialisation stated in 1 above, the incumbent has sound knowledge of and the ability to facilitate teaching and learning in any TWO of the following business related subjects:
 - Business Management, Leadership, Production and Operations Management, Supply Chain Management, Strategic Management, Management by Projects, Financial Management, Finance, Business Ethics, Innovation and Creativity, Commercial Law, Marketing, Entrepreneurship, Economics, Information Systems, Risk Management and Business Continuity, Business Communication, etc.
3. Knowledge of online and Internet-based education technologies.
4. Learning materials development and assessment design
5. Strong customer service skills and ability to work with people from diverse backgrounds.
6. The ability to communicate in at least one African language will be beneficial.
7. Ability to communicate and engage with people, the ability to produce “rich” media e.g. videos, audio, etc. to support and enhance the learning process
8. A strong passion for education coupled with an understanding of the education landscape in SA.

EDUCATION & QUALIFICATION

- A postgraduate qualification (preferably at Masters level or at a minimum Honours level) in Business Management or a cognate discipline.
- An additional post graduate qualification(s) in teaching and/or assessment practices will be an advantage.

COMPUTER AND DIGITAL LITERACY SKILLS REQUIRED

- Demonstrable competencies in Office Productivity Tools such as Spreadsheets, Presentations, Word Processing, Internet research, etc.
- Proficiency in Microsoft Office365 with associated applications will be beneficial.
- Proficiency in data analytics and academic management reporting.
- Competent in the use of digital authoring tools, such as Articulate, or ability to acquire the competency.

KEY SKILLS/COMPETENCIES

Critical skills required to ensure successful performance in the role:

- Inspiring leadership, with team-centred approach.
- Strategy development and execution.
- Critical thinking, problem definition and innovative problem solving.
- Strong creative and innovative thinking style.
- Self-driven and Outcome focused.
- Leading change initiatives.
- Digital literacy, focusing on applying educational technology.

- Project management delivery through effective planning, prioritising and organising resources.
- Applying pedagogy in distance/online learning.
- Effective verbal and written communicator.
- Data analytics and reporting.

ONBOARDING TRAINING REQUIREMENTS:

- iQA Onboarding module
- Culture and Values sensitisation for Leaders
- Performance management training
- Customer service training
- MS Dynamics training
- iCan system training
- SUMIT systems training
- ESS sensitisation

Prepared By:	D. Vlok	Designation:	Academic Head
Date:	7 November 2019	Signature:	
HR Approver:		Designation:	
Date:		Signature:	