
Job Title	Senior Program Manager, Learning Delivery
PVN ID	PS-2009-003705
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	Professional Education and Workplace Lea
Status	Full Time
Annual Salary	\$80,000.00 - \$90,000.00
Hour(s) a Week	35
Closing Date	Feb 23, 2021 (Or Until Filled)

General Description

About the CUNY School of Professional Studies:

The CUNY School of Professional Studies (CUNY SPS) provides online and on campus degree and certificate programs that meet the needs of adults who are looking to finish or transition into a bachelor's degree, earn a master's degree or certificate in a specialized field, advance in the workplace, or change careers.

Home to the first fully online degree programs at the City University of New York, CUNY SPS offers fully accredited degree and certificate programs for students who want the flexibility and convenience of online education. CUNY SPS was ranked in the top 5% in the Nation in U.S. News & World Report's list of the 2020 Best Online Bachelor's Degree Programs.

Drawing on CUNY's nationally and internationally renowned faculty and practitioners, as well as industry and education partners, the School's programs provide opportunities for personal growth, job mobility, greater civic participation, and new ways to advance knowledge.

Within CUNY SPS, the Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. To our partnerships, we bring knowledge of research-based learning practices as well as experience in developing innovative programs.

CUNY SPS is recruiting for a full time Senior Program Manager of Learning Delivery that will lead a team to support the facilitation of learning programs to child welfare and juvenile justice professionals at the NYC Administration for Children's Services (ACS). ACS has partnered with CUNY SPS to create a new professional development entity, the ACS Workforce Institute (ACS WI). With the mission of "Keeping the Learners at the Center," this position will be integral in creating an optimal learning environment and experience for participants for each course offered at ACS WI.

Description

Reporting to the Deputy Director of Learning Operations, the Senior Program Manager is responsible for the management of full and part time facilitation for all learning programs at the ACS Workforce Institute.

Responsibilities include collaborating with ACS WI leadership in performance effectiveness for all facilitators, creating and maintaining facilitation schedule, and partnering with ACS WI leadership to ensure successful execution of all training programs.

Other Duties

- Manage day-to-day staffing and needs of learning delivery for in-person and virtual learning courses
- Support diversity and inclusion initiatives and other developmental activities for the learning program delivery team, including facilitators & actors
- Evaluate and improve program effectiveness through defined KPIs, training participants feedback and other metrics
- Collaborate with Deputy Director of Learning Operations on forecasting operational learning needs for mid to long term programs / projects, scheduling and development
- Assess and provide developmental strategies to ensure high learner engagement and outcomes

Qualifications

MINIMUM Qualifications

- Bachelor's Degree required, with a minimum of five (5) years of progressively responsible management experience. At least three (3) years managing a large team in Learning Development
- Instructional and/or facilitation experience
- Project management experience
- Excellent oral and written communication skills, interpersonal skills and demonstrated ability to interact professionally with stakeholders
- Strong computer skills and knowledge of Microsoft Office (Word, Excel).
- Ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment, with the ability to carry out complex assignments and adapt to changing situations and priorities.

PREFERRED Qualifications

- Strong leadership skills with hands-on experience as an individual contributor, and ideally with building and leading teams
- Management experience in a large training unit (25 to 50 full & part time employees)
- Master's degree

Cover letter required with application.