Manager, Learning Services

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Professional and Managerial Group

Manager, Learning Services

Learning & Curriculum Support, Library

Hiring #: 2021-0215

Please read the Application Instructions [1] before applying

Reporting to the Head, Learning and Curriculum Support (L&CS), the Manager, Learning Services is part of the Learning and Curriculum Support Team [2] in the McLaughlin Library. This team advances the educational enterprise of the University and the mandate of the library by enhancing learning through the provision of expertise, leadership, services, and resources that support academic objectives and foster lifelong learning.

Learning Services supports students at all levels as they strive to become independent, resilient, and strategic learners. They support instructors and campus partners in their efforts to help students develop academic skills and make academic transitions.

Core programs in Learning Services include:

- Academic Action Program, an individualized semester-long coaching program
- Engineering Peer Helper Program, a collaborative program run through the School of Engineering
- Student Athlete Mentor Program, a program to enhance the academic performance of student athletes through peer mentoring
- Supported Learning Group Program, a program that provides course specific supplemental instruction (SI) support for students outside of classes

The Manager is responsible for implementing Learning Services’ mandate and for the design and delivery of all programming and eLearning content, assessment of services, and staff supervision. The Manager is responsible for maintaining a current knowledge and best practices in university-level learning theory, practice and support services, supplemental instruction, academic skill development, effective and engaging pedagogical practices, assessment of learning, student transition and retention issues and effective design of eLearning resources. The Manager is a member of the Learning and Curriculum Support team’s operational group and works collaboratively with other L&CS managers to achieve the strategic goals of the unit and to provide specialist knowledge of Learning Services issues and needs as appropriate.

Duties of the position:

- Formulate strategic priorities and evaluate program operations for Learning Services in alignment with Library and University strategic plans
- Supervise six (6) professional staff members whose duties include recruiting, training, and supervising a variety of student leader teams including Supported Learning Groups, Student Athlete Mentors, Learning Peer Helpers and Engineering Peer Helpers
- Provide mentoring and leadership for scholarly and professional skill development
- Monitor national and international learning trends
- Oversee the design and teaching of instructional programming
- Oversee promotion of services, outreach to target groups, and effective communication
- Oversee ongoing development and maintenance of online and eLearning content for Learning Services
- Direct the design and delivery of a wide range of educational programming to meet the needs of students
Collaborate with other professionals (e.g., Writing Consultants, Librarians, program counsellors) to design, teach, and evaluate joint programming that integrate diverse areas of expertise.

Counsel individual students on learning and academic performance issues.

Serve on/chairs university-level committees concerned with student learning.

Oversee staff co-ordination of the involvement of Learning Services in collaborative partnerships, projects, and programs (e.g., Bounce Back, Start Online).

Requirements of the position:

- Master’s Degree in Higher Education or Educational Psychology and courses and/or direct training and experience in teaching, learning and curriculum development, along with a minimum of three (3) years’ related experience supporting student learners in Higher Education and peer-learning, or an equivalent combination of education and experience.
- Management/supervisory experience, including demonstrated team building, motivational, change management and leadership skills.
- Leadership and program management skills with ability to make strategic, learner-centred decisions.
- Expertise in curriculum design, universal design for learning, instructional methods (e.g. group work, problem-based learning, etc.), policies on student learning, retention, and academic success, research on student learning in higher education and design and administration of university-level learning support services.
- Self-awareness and ability to work cooperatively and collaboratively with others.
- Superior teaching, oral communication (speaking, presenting), writing, and interpersonal skills.
- Counselling skills and familiarity with counselling theories and learning disabilities.
- Knowledge of English as an Additional Language student issues and their impact on learning.

This appointment is regularly performed on-campus but will be initially fulfilled remotely (off-campus) until the University resumes its regular operations.

Position Number 400-154
Classification P06
Professional/Managerial Salary Bands [3]

At the University of Guelph, fostering a culture of inclusion [4] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2021 06 02
Closing Date: 2021 06 16


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