Applications are invited from suitably qualified persons for the post of Programme Officer, The University of the West Indies, Open Campus Country Sites, British Overseas Territories Sites (BOTs).

The Programme Officer assists as needed with the management of the British Overseas Sites (Anguilla, British Virgin Islands, Montserrat, Cayman Islands, Turks and Caicos and Bermuda), ensuring student access to the Open Campus’ programme offerings.

QUALIFICATIONS AND EXPERIENCE

➢ a Master’s Degree in Education, Business Administration, Information Technology or other related disciplines or comparable knowledge and experience in education management;

➢ at least five (5) years relevant experience at a senior administrative level preferably in a tertiary institution;

➢ knowledge and experience in an online and distance learning environment; and

➢ knowledge and experience in curriculum design, project management and workforce training.

KNOWLEDGE AND SKILLS NEEDED

The successful applicant should possess:

➢ an ability to communicate effectively, both orally and in writing with people of varying levels of training and experience;
an ability to work independently and creatively;

excellent time-management skills;

good knowledge of administrative procedures, preferably within the UWI context;

good understanding and knowledge of workforce training and national human resource development trends and needs;

excellent interpersonal and team building skills;

strong organizational ability;

strong computer skills;

a solid knowledge of higher education academic programming and course coordination;

experience with and knowledge of distance education modalities would be a definite asset.

MAJOR RESPONSIBILITIES

The Programme Officer will be responsible for the completion of the following duties and tasks.

Duty 1.0: Programme Monitoring and Delivery

- Work with the Manager British Overseas Territories in building the programme delivery capacity of the Sites.

- Liaise with the relevant Coordinators in the Academic Programming Division for delivery of academic programmes.

- Assist with the coordination and monitoring of regional and new programmes offered at the Sites.

- Oversee the planning and developing of schedules for delivery of various courses and programmes.

- Incorporate new approaches to programme delivery under UWIOC (e.g. blended learning approach; face-to-face/multi-media, on-line, videoconference, teleconference).

- Collaborate with external agencies e.g. the private and public sectors, in the offering and delivery of courses/programmes.
- Assist with the direction of the examination operations for all Open Campus programmes.
- Maintain the programme documentation for programmes offered at the Sites.
- Collate data and report on the outcome of course evaluation questionnaires.

**Duty 2.0: Student Services and Satisfaction**

- Liaise with the Campus Registrar and relevant Assistant Registrars on student matters such as recruitment, admissions, student support services, examinations and other assessments.
- Coordinate the annual registration and orientation processes for OC Programmes.
- Ensure that student needs, concerns and complaints are fully dealt with in a timely and satisfactory manner.
- Oversee the processing of student matters e.g. Leave of Absence, Withdrawal, Evaluation of programmes/tutors, etc.
- Liaise with the local chapter of the Guild of Students where applicable.
- Liaise with the local chapter of The University of the West Indies Alumni Association (UWIAA) where applicable.

**Duty 3.0: Human Resource Management**

- Supervise and manage the job performance of support staff at the Sites as assigned for more effective face-to-face, letter, fax, telephone or internet responses to students and the general public.
- Oversee responses to enquiries from students, external customers and the general public about OC programmes.
- Recruit and manage the job performance of part-time lecturers of various courses.
- Assist the Manager British Overseas Territories in the selection, recruitment, orientation and ongoing training and development of staff.
Duty 4.0: Special Projects

➢ Work with the Manager British Overseas Territories in identifying, developing and implementing relevant projects and programmes for outreach, institutional building and for workforce training and development.

Duty 5.0: Representation of Manager British Overseas Territories

➢ Represent the Manager British Overseas Territories at functions, meetings and other activities when required.

Applications should be made on forms obtainable from The UWI Open Campus website: http://www.open.uwi.edu/hrmd/employment-opportunities and sent via email as soon as possible, along with an up-to-date curriculum vitae to:

The Director of Human Resources
C/o The University of the West Indies
Open Campus

Via Email: human.resources@open.uwi.edu

CLOSING DATE FOR RECEIPT OF APPLICATIONS — September 12, 2019
PARTICULARS

PROGRAMME OFFICER

GENERAL

1. The University of the West Indies, Open Campus serves the following English-speaking Caribbean countries:

   | Anguilla     | Grenada         |
   | Antigua & Barbuda | Jamaica       |
   | Bahamas, The Commonwealth of | Montserrat     |
   | Barbados      | St. Christopher & Nevis |
   | Belize        | St. Lucia       |
   | Bermuda       | St. Vincent & The Grenadines |
   | British Virgin Islands | The Republic of Trinidad & Tobago |
   | The Cayman Islands | Turks and Caicos |
   | The Commonwealth of Dominica |

2. The University began teaching in 1948 at Mona in Jamaica as a University College affiliated with the University of London, and became independent in 1962. The University is now a dual mode institution offering teaching by distance education as well as face-to-face. The University has campuses at Mona in Jamaica, St Augustine in Trinidad, Cave Hill in Barbados, Five Islands in Antigua and Barbuda, and University Centres in most of the above countries. The UWI on-campus student population is currently over 50,000 full-time equivalent students.

3. In a major initiative to grow our student population and service the widely dispersed needs of country partners, the University has launched the Open Campus, an entity that is built on our success in distance education and continuing studies throughout the Caribbean. The current population of our distance students and continuing education students is over 20,000 and the Open Campus is aggressively developing new programmes to increase student enrollment. Open Campus currently employs a wide variety of distance delivery methods and has 52 education centres in 16 different English-speaking countries and a staff of almost 400 professionals to support our growing student population.

OPEN CAMPUS

4. The UWI Open Campus works with faculty on the four residential campuses, as well as with other tertiary institutions and development agencies throughout the Caribbean to design, develop and deliver quality programmes by distance to meet the academic and professional development needs of the people of the Caribbean.

The UWI Open Campus
September 2019
CATEGORY

5. This position is in the Senior Administrative and Professional Category.

6. The initial appointment would be at the Assistant Lecturer/Lecturer Level depending on experience and qualifications.

WORK LOCATION

7. The Programme Officer can be located in any of the British Overseas Territories.

8. The Programme Officer will work in a virtual environment with partners potentially within the four campuses of The UWI (Mona, Jamaica; St. Augustine, Trinidad and Tobago; Cave Hill, Barbados, Five Islands, Antigua and Barbuda; and The Open Campus serving 17 countries) and in the wider Caribbean community.

9. The Programme Officer will be required to travel within the Open Campus, British Overseas Territories.

WORK ENVIRONMENT

10. The incumbent must be able to work as a member of a team in a virtual environment.

11. The incumbent will collaborate with others located throughout the Caribbean.

12. The incumbent must be able to engage others in team meetings, to develop ideas, and supervise the work of others using a variety of ICT and collaborative Web tools.

REPORTING

13. The Programme Officer will report to the Manager British Overseas Territories for the effective execution of duties and responsibilities.

TENURE

14. Appointment will be for three (3) years’ in the first instance.