Job Description

Job Title: Program Administrator
Department: MED-Ctr for Education in Health Sciences
Job ID: 31953
Percent Full Time: 100
Location: Chicago Campus
Grade: EXS 7

Job Summary:

The Program Administrator oversees a major division/department-wide program or project. Provides direction and thought leadership to develop strategic administrative initiatives that meet the mission/objective of the program/project. Oversees the effective, compliant, & efficient daily management of all operational, financial, & business functions in support of the program/project & in coordination with central offices such as HR, Budget, Facilities, IT, & Provost. Represents program/project on internal & external business affairs & is viewed as an expert resource regarding program/project administrative affairs. The program/project is summarized below. (Definitions: Program: plan or system of taking action toward a goal. Project: planned actions with specified beginning & end.)

The Center for Education in Health Sciences manages multiple degree and certificate programs, including Public Health, Health Services and Outcomes Research, Health Quality and Patient Safety programs. The programs enroll about 150 students, supports about 80 faculty and generates revenue of $5M.

Areas of responsibility:

- Administration
- Budget & Financial
- Communications
- Evaluation
- Events
- Facilities
- Faculty Support
- Human Resources
- IT Services
- Outreach
- Program Development
- Recruitment
- Regulatory Compliance
- Strategic Planning

Specific Responsibilities:

Administration
• Directs and leads development of program/project strategic plan.
• Oversees & ensures that day-to-day operations are appropriately managed, efficient and effective.
• Operationalizes goals & objectives; ensures that resources are created or obtained.
• Analyzes data & recommends & implements changes & improvement to better ensure attainment of mission.
• Manages logistics requirements, including facilities, venue, scheduling, technology, instruction, catering, etc.
• Oversees documentation of agreements between NU and partner institutions, ensuring that agreements are complete and reviewed by all necessary NU officials.

**Budgets & Financial**

• Develops and implements ideas for improving business processes, and increasing program/project revenues and margins.

**Communication, Outreach & Recruitment**

• Directs program/project marketing/branding efforts.
• Identifies and implements short- and long-term strategies and plans to meet program/project goals.
• Engages in outreach/field relations serving a number of goals, including recruitment, participation, sponsorship, relationship building, etc. to support continued program/project development & improvement.
• Interacts with internal/external resources & organizations to identify new markets & opportunities.
• Builds relationships with program/project alumni to develop and cultivate professional networks, financial resources, and sense of community among alumni.

**Evaluation**

• Oversees development & implementation of evaluation processes, quantitative & qualitative measurements that ensure that program/project benchmarks are successfully attained and communicated in a timely and efficient manner.
• Manages evaluation processes; recommends & implements changes for enhancement; monitors effectiveness through follow-up evaluation studies.
• Collaborates with internal/external resources to develop meaningful outcome measurements and methods of program/project evaluation that will lead to enhancement.

**Events**

• Develops a comprehensive program of events such as lectures, symposia, speaker series, workshops, conferences, cultural events etc. in collaboration with internal & external resources.
• Develops proposals & recruits faculty leaders for interdisciplinary research working groups, and works with them to develop programming.

**Human Resources**
• Determines & implements organizational structures to align with strategic mission.
• Manages implementation of human resource programs, policies, procedures & talent management lifecycle & related mentoring & training.
• Oversees recruitment & selection process; Performance Excellence plan for each employee; & merit increase process.
• Manages & provides consultation regarding complex performance problems & issues; administers leaves; approves timesheets & oversees completion of annual staff Conflict of Interest survey.
• Interprets HR policy to maximize effectiveness of HR administration to meet strategic plan objectives.

Program Development

• Manages goals, objectives, outcome measurements and metrics, financial feasibility, marketing strategies and collaboration opportunities with other internal and external organizations.
• Identifies opportunities for additional program growth opportunities across all programs. Develops and delegates plan, in collaboration with faculty, for additional student recruitment and expansion.
• Manages the ongoing development and refinement of the program's/project's current and future curriculum and course offerings in consultation with subject matter experts.
• Manages the recruits, hires, and directs instructors/faculty.
• Provides leadership for planning, scheduling, delivering and maintaining program(s)/project(s) to sustain quality instruction in all educational activity.
• Manages for consistently high quality standards across all partner programs/projects, including admissions, teaching, grading, service levels, and facilities.

Regulatory Compliance

• Oversees development & implementation of processes & procedures for all safety, security & compliance programs.
• Ensures compliance with all applicable federal, state, local & NU laws, regulations, policies & procedures.
• Oversees creation &/or implementation of associated training.
• Responsible for coordination of accreditation process for applicable programs. Maintains lead on documentation, reporting and tracking of all necessary information for accreditation submission.

Strategic Planning

• Creates & leads a coordinated program of activities designed to increase program/project objectives.
• Develops & executes strategies to involve internal/external constituents and cultivate new individual, corporate, institutional &/or foundation collaborations.

Student Support
• Oversees recruitment, application evaluation, interview, selection and notification of students or participants.
• Addresses student matters, such as academic probation and other issues escalated from staff.
• Creates department strategy for structure, process, & staff support of students.
• Oversees academic year course schedule; monitors course registration & enrollments.

**Supervision**

• Supervises 1-2 staff.
• Performs other duties as assigned.

**Minimum Qualifications:**

• Successful completion of a full 4-year course of study in an accredited college or university leading to a bachelor's or higher degree; OR appropriate combination of education and experience.
• 4 years program/project administration or other relevant experience.

As per Northwestern University policy, this position requires a criminal background check. Successful applicants will need to submit to a criminal background check prior to employment.

Northwestern University is an Equal Opportunity, Affirmative Action Employer of all protected classes, including veterans and individuals with disabilities. Women, racial and ethnic minorities, individuals with disabilities, and veterans are encouraged to apply. Hiring is contingent upon eligibility to work in the United States.