



THE UNIVERSITY OF THE WEST INDIES GLOBAL CAMPUS

ADVERTISEMENT

PROGRAMME OFFICER BAHAMAS SITE

The **Programme Officer** will assist students in accessing programme offerings and relates functionally to relevant persons in the Continuing & Professional Education (CPE) Unit, the Academic Programming and Delivery (APAD) Division, as well as other relevant divisions/units.

QUALIFICATIONS/REQUIREMENTS

- A Master's Degree in Education, Curriculum Development or related educational disciplines (e.g., Testing and Measurement), 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, as well as curriculum design, project management and workforce training.

KEY COMPETENCIES/SKILLS/ATTRIBUTES

- Excellent interpersonal and emotional intelligence skills.
- Excellent project management skills.
- Excellent team building skills.
- Strong Information Technology/Information Communication Technology skills.
- Good time-management skills.
- Good knowledge of UWI policy and procedures and administrative procedures.
- Good networking skills and ability to represent The UWI Global Campus in various fora.
- Ability to communicate effectively, both orally and in writing, with people of varying levels of training and experience.
- Ability to work independently and creatively.

- Sound Supervisory Management skills and requisite knowledge of human resource practices.
- Sound understanding and knowledge of CPE; workforce training and national human resource development trends and needs.
- Solid knowledge of higher education academic programming and course coordination.
- Experience with and/knowledge of distance education modalities would be an asset.

MAJOR RESPONSIBILITIES

Duty 1.0: Programme Monitoring and Delivery

- Work with the Head of Site and other relevant divisions/units in building the programme delivery capacity of the Site.
- Liaise with the relevant Programme Coordinators/Managers/Officers in the Academic Programming and Delivery Division for development and delivery of academic programmes.
- Liaise with the relevant Programme Managers in the CPE Unit for delivery of CPE programmes.
- Liaise with the relevant Officers in the GCS ERP and overall Banner Units and CATS in relation to all Banner modules and matters.
- Assist with the coordination and monitoring of regional and new programmes offered at the Site.
- Oversee the planning and development of schedules for delivery of various courses and programmes.
- Incorporate new approaches to programme delivery under UWI Global Campus (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 management and conduct of examination operations for all Global Campus programmes.
- Maintain the programme documentation for programmes offered at the Site.
- Collate data and report on the outcome of course evaluation questionnaires.

Duty 2.0: Student Services and Satisfaction

- Liaise with the Registrar and relevant Assistant Registrars on student matters such as recruitment, applications, admissions, registrations, student support services, examinations and other assessments.

- Coordinate the annual registration and orientation processes for GC 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.
- Assist with the coordination of appropriate graduation exercises when necessary.

Duty 3.0: Human Resource Management

- Supervise, assign duties and manage the job performance of staff at the Site as assigned for more effective face-to-face, letter, fax, telephone or internet responses to the Site's students and the general public.
- Oversee responses to enquiries from students, external customers and the general public about GC programmes.
- Identify, recruit, select, assign, evaluate, retain or discontinue the services of part-time lecturers/tutors/facilitators for various courses.
- Assist the Head of Site in the selection, recruitment, orientation and ongoing training/development of staff.

Duty 4.0: Special Projects

- Work with the Head of Site in identifying, developing and implementing relevant projects and programmes for outreach, institutional building and for workforce training and development
- Collaborate with other Officers/Departments/Institutions in identifying statistical information as requested by the Head of Site. Further, identify appropriate sources, gather and organise such data/information in appropriate formats for ease of access; ready for use and submission to relevant stakeholders.
- Work with the Head to conduct analyses of both a quantitative and qualitative nature and report on findings in appropriate fashion.
- Work with the Head and assist with the preparation of annual and other relevant reports.

Duty 5.0: Representation of Head of Site

- Oversee the day-to-day operations of the Site in the absence of the Head.
- Represent the Head at functions, meetings and other activities for the Site when required.
- Work with the Head to ensure that in all aspects of the Site's work conforms to optimal Quality Assurance best practices.

TENURE

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

A WORK PERMIT APPLICATION WILL NOT BE MADE FOR THIS POSITION.

**Applications should be made via
The UWI Global Campus Online Application Form:**

<https://www.open.uwi.edu/hrd/forms-documents>

CLOSING DATE FOR RECEIPT OF APPLICATIONS – February 26, 2025

We thank all interested applicants; however, only shortlisted candidates will be contacted.

PARTICULARS

PROGRAMME OFFICER BAHAMAS SITE

GENERAL

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

Anguilla	Grenada
Antigua & Barbuda	Jamaica
Bahamas, The Commonwealth of	Montserrat
Barbados	St. Kitts & Nevis
Belize	St. Lucia
Bermuda (virtual only)	St. Vincent & The Grenadines
British Virgin Islands	The Republic of Trinidad &
The Cayman Islands	Tobago
The Commonwealth of Dominica	Turks & Caicos Islands

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 five campuses; Mona in Jamaica, St Augustine in Trinidad and Cave Hill in Barbados, Five Islands in Antigua and Global Campus which has 40 education centres in 16 English-speaking countries.
3. The UWI on-campus student population is currently over 50,000 full-time equivalent students. The current Global Campus student population is over 20,000 and the Global Campus is aggressively developing new programmes to increase student enrollment.

UWI GLOBAL CAMPUS:

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

CATEGORY

5. This position is in the Senior Administrative Category.
6. The initial appointment would be at the Lecturer/Senior Lecturer Level depending on experience and qualifications.

WORK LOCATION

7. This position will be physically located in the Bahamas.

WORK ENVIRONMENT

8. The job incumbent will live and work in one country and collaborate with others located across the region and internationally.
9. The incumbent shall organize his/her work to meet fixed/agreed target dates for the different jobs assigned. This may require working additional hours to complete the work within the targeted dates.

REPORTING

10. The Programme Officer reports to the Head of Site.

TENURE

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