



Canadian
Bureau for
International
Education

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internationale

JOB DESCRIPTION

TITLE:	Program Manager Libyan-North American Scholarship Program (LNASP)
SUPERVISOR:	Director, LNASP
DIVISION:	International Partnerships
LOCATION:	Ottawa
LEVEL:	Group 5 (full-time unionized position)

POSITION SUMMARY

Reporting to the Director, LNASP, the Program Manager will assist the LNASP Management Team (the Vice President and Directors) in fulfilling CBIE's contractual obligations towards the client throughout the duration of the new 18-month Libyan-North American Scholarship Program (LNASP) in Canada and the US. S/he will develop and implement a communication plan, develop program promotional materials and a quality assurance system and other cross cutting issues such as the website and database.

RESPONSIBILITIES

All responsibilities, in accordance with CBIE's contractual obligations, serve the overarching goal of the timely graduation of scholarship students and in providing excellent customer service to the client. The duties of this position include but are not limited to the following:

1. Communication and Program Promotion

- Develops a communication plan for approval by the LNASP Management Team (in alignment with the corporate communication plan) and follows-up on required implementation
- Prepares, in consultation with, the LNASP Management Team, various reports required by the Ministry

- Maintains the Student Orientation Manual (English and Arabic) to reflect the most up-to-date policies and procedures
- Assists Directors in maintaining accurate records related to program policies, including communicating changes and updates to program staff
- Designs and updates LNASP forms and templates to ensure accuracy and consistency across units (Canada, U.S.)
- Takes the lead in creating power-point presentations for meetings with program stakeholders with input and assistance from others
- Prepares meeting agendas & minutes (steering committee meetings, internal team meetings, Libyan delegations, campus visits, etc.) to ensure proper documentation and follow-up
- Develops promotional program material to be presented at conferences and other meetings
- Prepares regular messages/newsletters to students and institutions
- Assists in designing and implementing webinars for identified target audiences
- Develops briefing and guidance materials, in Arabic, that will provide information to Embassy staff on CBIE's services to Libyan students
- Develops a quality assurance system and follows up the implementation of approved mechanisms and procedures (e.g. questionnaires, surveys)
- Monitors various news and social media sites and provides regular updates to the LNASP Management Team regarding relevant developments impacting the program
- Works with the Communication Team at CBIE to ensure alignment with the corporate communication action plan/web standards.

2. Website/Database

- Responsible for the Program website. Monitors and populates the website, including Arabic content intended for nominated students in Libya and/or newly arrived students, and implements updates and revisions to ensure consistency of information
- Serves as the main point of contact for LNASP database issues and liaises with Directors and IT to resolve issues
- Regularly monitors database reports to ensure key fields are populated and statistics are readily accessible and accurate, coordinating with Directors and team members for regular audits of on-hold students and other updates to maximize consistency and accuracy
- Participates in database training of visiting Libyan delegations, newly hired staff and others including creating required training documents and database support materials.

3. Other

- Plays a role in supporting corporate CBIE activities such as membership relations, CBIE conference and other cross team projects and committees, participates in regular staff meetings/events
- Performs other duties as required.

QUALIFICATIONS

- Master's degree in Communication, Social Sciences, International Relations or related field
- Five (5) years relevant work experience including program management experience
- Knowledge of quality assurance techniques
- In-depth understanding of Sponsored Scholarship Management
- Thorough knowledge of post-secondary education systems in Canada and the US
- Excellent written and oral communication skills in English. French and Arabic language skills would be an asset
- Strong writing and editing/formatting skills
- Excellent organizational and analytical skills
- Proven ability to communicate with diplomacy, judgement and tact with clients from different cultures
- Excellent interpersonal skills, attention to detail, proactive attitude with ability to multi-task
- Client-service orientation and excellent customer service skills
- Ability to work independently and as a team member, cope with workload pressure and deadlines, and work in a results-based environment
- Excel, Word, Access, Acrobat Reader and Writer, HTML/Notepad/Dreamweaver web design/maintenance skills, Photoshop, FTP File Management
- Knowledge of web and social media (Facebook, YouTube), Google analytics (including ability to interpret data) and with software to record and edit Program videos for publication on YouTube (such as PowerDirector). Experience in updating website content using Wordpress is an asset.

CBIE offers a comprehensive benefit package which includes an attractive pension plan and group insurance program. For general information on CBIE, visit our website at www.cbie-bcei.ca.

Please send your cv and letter of interest as soon as possible, quoting Competition 16-14, to jobs@cbie.ca in either Word or PDF format or mail to CBIE, 1550 – 220 Laurier Ave. W., Ottawa, ON K1P 5Z9. The final deadline for applications is **May 20, 2016**; however, **please note that we will begin reviewing cv's immediately**. We thank all candidates for their interest but only short-listed candidates will be contacted.

CBIE is committed to an inclusive, barrier-free work environment and encourages applications from all qualified individuals. Workplace accommodations are available should you be contacted regarding this competition. Please advise Human Resources of any accommodation requirements which must be taken.

February 2016