



JOB POSTING

Date: July 15, 2022

Competition: #22-69

APPLICATIONS ARE INVITED FOR THE FOLLOWING FULL-TIME REGULAR POSITION

Position:	Program Manager, Customized Training
School:	Community & Social Justice Division, School of Health, Community & Social Justice
Location:	New Westminster, British Columbia
Reporting To:	Program Director, Centre for Conflict Resolution

Justice Institute of British Columbia:

Justice Institute of British Columbia (JIBC) is Canada's leading public safety educator with a mission to develop dynamic justice and public safety professionals through its exceptional applied education, training and research. JIBC offers internationally recognized education that leads to certificates, diplomas, bachelor's degrees and graduate certificates; exceptional continuing education for work and career-related learning and development; and customized contract training to government agencies and private organizations worldwide. Each year, over 36,000 students study at one of JIBC's six campuses in B.C., through online education, and at locations in more than 150 BC communities, as well as sites across Canada and around the world. Our education contributes to safer communities and a more just society by providing professionals with the knowledge, skills and abilities to excel at every stage of their careers and make a difference every day.

School of Health, Community & Social Justice:

The School of Health, Community & Social Justice (SHCSJ) consists of two Divisions: Health Sciences Division (HSD) and Community and Social Justice (CSJ). CSJ consists of three Centres; Centre for Counselling and Community Safety (CCCS), Centre for Leadership (CL), and Centre for Conflict Resolution (CCR). The School offers a wide range of interdisciplinary programs and courses in counselling and community safety, leadership, conflict resolution, mediation and negotiation, as well as courses and programs in paramedicine and professional health education.

Position Summary:

Community and Social Justice Division (CSJD) seeks an experienced manager with business acumen and a passion for conflict resolution, leadership, and social justice training. The successful applicant will be responsible for managing all aspects of customized training business relations, planning and delivery, targeting business, government and community-based organizations as primary clients. This position provides leadership to the Customized Training Team to advance effectiveness in aligning and connecting CSJD training to meet stakeholder needs, as well as working collaboratively with the CSJD leadership team and other internal colleagues to further the strategic goals of JIBC.

Primary Responsibilities:

Working closely with the Program Director and in collaboration with Centre program staff:

- Develops a strong business model approach to the identification, development and delivery of customized training for existing and new clients and markets;
- Develops and maintains strong relationships with businesses, government ministries and agencies, First Nations communities, and a diversity of organizations for delivery of courses and programs;
- Monitors business/sector trends and contributes to the Centres' business approach;
- Conducts and manages all aspects of customized program delivery including: business development, in-depth needs analysis, course customization and evaluation, RFP response, financial management, and day-to-day supervision of instructor/coach assignments;
- Conducts presentations for stakeholders and potential clients to identify and develop business opportunities;
- Tracks contract activity and facilitates promotional tactics for customized training;
- Monitors government sites for and preparing responses/quotes to relevant Request for Proposal (RFP) opportunities;
- Collaborates with other JIBC divisions and academies on common program or client interests;
- Provides consultation and direction to students, agencies and organizations seeking assistance and guidance on training and professional development needs in the areas of conflict resolution, leadership and social justice;
- Manages all financial aspects of Customized Community and Social Justice training including budgets, variances, and forecasts;
- Monitors contract revenues and expenses and related financial matters;
- Reviews and approves invoices, time sheets, expense claims, and leave forms within area of responsibility;
- Participates as a team member in the development of new credentials and courses;
- Participates in the recruitment of new faculty;
- Represents CSJ on various JIBC committees and task groups;
- Other related duties as assigned.

Qualifications & Requirements:

Education and Training

- Master's Degree in a relevant field (adult education, conflict analysis, peace studies, leadership, counselling, community safety);
- JIBC Certificate in Conflict Resolution or Leadership or equivalent;
- Or an acceptable equivalent combination of education, training and experience.

Knowledge, Skills and Experience

- Minimum five (5) years' experience in a similar administrative capacity, preferably within an education setting;
- Demonstrated ability to build internal and external relationships, work in a team environment and build rapport and trust;
- Strong collaborative leadership skills;
- Excellent interpersonal, written and oral communication skills;
- Proven ability to market training and write proposals;
- Demonstrated experience in financial costing, budget management and financial reporting (e.g. variances, forecasting);
- Demonstrated knowledge of adult education principles and experience in developing culturally safe and relevant training;
- Experience with CRM platforms and/or other workflow management systems;
- Current with theories and trends in community and social justice;
- Demonstrated ability to exercise judgment and sensitivity working with complex issues;
- Experience managing complex projects.

Salary Range: \$85,097 - \$94,553 per annum (Fair Comparison Job Level L3)

Posting Date: July 15, 2022

Closing Date: August 5, 2022

Please submit a resume/CV, cover letter and *copies of academic / professional credentials*, quoting Competition #22-69 via email to Human Resources at hr@jibc.ca

For more information about this position, please contact: Kent Highnam, Dean, School of Health, Community and Social Justice at khighnam@jibc.ca.

Justice Institute of British Columbia is an equal opportunity employer and is interested in broadening the diversity of its staff. We encourage applications from visible minorities, Indigenous peoples and persons with disabilities.

