



Job Description

Position Title	Assistant Manager – Program Analytics and Insights
Department	Academic Planning and Governance, Office of Undergraduate Education
Reporting To	Manager, Academic Planning and Governance
Type of Position	Full Time

POSITION DESCRIPTION

The Assistant Manager – Program Analytics and Insights is a key analytical and research-support role within the Academic Planning and Governance (APG) unit of the Office of Undergraduate Education. Reporting to the Manager – Academic Planning and Governance, the Assistant Manager provides essential data collection, analysis, documentation, and coordination support for curriculum review, benchmarking, and program health monitoring initiatives.

The role is instrumental in translating institutional data into evidence-based insights that inform academic decision-making. The Assistant Manager collects and organizes course evaluations, Canvas analytics, pulse surveys, enrollment trends, and other academic indicators; prepares program profiles and trend analyses; conducts desk-based benchmarking of comparable institutions and programs; and supports the annual curriculum review cycle through coordinated data management and analytical reporting. This position bridges data systems, academic programs, and leadership, ensuring that reliable academic evidence is available to guide program development and continuous quality improvement initiatives.

DUTIES AND RESPONSIBILITIES

Program Health and Insights

- Prepare program profiles, enrollment trends, progression analyses, and student performance summaries based on institutional data;
- Conduct desk-based benchmarking of comparable institutions and academic programs at the local, regional, and international level;
- Coordinate data requests with the Office of Institutional Research, Registrar's Office, academic programs, and other institutional offices to ensure comprehensive data availability;
- Analyze academic performance indicators including course completion rates, student feedback trends, Canvas engagement patterns, and retention metrics;
- Document findings and draft analytical reports, data summaries, and visualization outputs for curriculum review and program health assessments;
- Prepare periodic program dashboards and evidence summaries that highlight strengths, gaps, and areas for improvement;
- Support the identification of emerging program concerns through data analysis and bring these to the attention of the Manager for further investigation and action;

Curriculum Review and Benchmarking Support

- Support the annual curriculum-review cycle by compiling evidence packs, organizing relevant data, and preparing documentation for program self-studies;
- Coordinate with Program Directors and faculty to gather program-level evidence, assessment reports, and curriculum mapping information;
- Maintain structured repositories of program curricula, course records, academic dossiers, and benchmarking documentation;
- Support external program and curriculum reviews by organizing institutional data, evidence materials, and comparative benchmarking information;
- Coordination and Documentation
- Prepare progress reports, data summaries, and findings documentation for the Manager and Faculty Director;
- Maintain databases and tracking systems for program data, benchmarking studies, and curriculum review timelines;

- Coordinate communication with programs, institutional research, and other offices regarding data collection and analytical requirements;
- Support the Manager in preparing presentations and reports on program health and academic trends for institutional leadership;

REQUIRED JOB SPECIFICATIONS

Required Qualification	✓ Bachelor's or Master's degree in Management Sciences, Social Sciences, Education, Liberal Arts, or a related field.
Required Experience	✓ A high-performing graduate with at least one year of experience in academia, research, coordination, consulting, program support, or documentation may be considered.

REQUIRED JOB COMPETENCIES (Technical and Soft Skills)

<i>S#</i>	<i>Competency</i>	<i>Criticality (High / Low / Medium)</i>
1.	Writing and Documentation Proficiency	High
2.	Data Analytics and Information Management	High
3.	Statistical Analysis Tools Proficiency like Excel, R, Stata, SPSS, Power BI, Tableau	Medium
4.	Presentation and Data Visualization Skills	High
5.	Project Management	Medium