



Job Description

Position Title	Manager – Academic Governance and Operations
Department	Academic Planning and Governance, Office of Undergraduate Education
Reporting To	Faculty Director, Academic Planning and Governance
Type of Position	Full Time

POSITION DESCRIPTION

The Manager – Academic Governance and Operations is a critical role within the Office of Undergraduate Education, specifically within the Academic Planning and Governance (APG) unit. Reporting to the Faculty Director for Academic Planning and Governance, the Manager provides operational leadership in the administration of academic governance processes, semester planning, and coordination of academic offerings. The role ensures timely execution of governance proceedings, effective implementation of academic policies and Standard Operating Procedures (SOPs), and the delivery of aligned, well-coordinated academic program offerings across the University.

The Manager leads the preparation and coordination of all academic governance forums (Board of Faculty, Academic Council, and Boards of Studies), oversees semester academic planning in partnership with the Registrar's Office and Academic Operations, and manages the identification, tracking, and resolution of student academic concerns in coordination with academic programs, Student Affairs, and relevant institutional offices.

DUTIES AND RESPONSIBILITIES

Academic Governance and Compliance

- Oversee the administration of the Board of Faculty, Academic Council, and Boards of Studies by ensuring timely preparation, coordination, and follow-up of meeting agendas, discussions, decisions, and action items
- Maintain comprehensive governance records, including approved policies, SOPs, governance decisions, course records, and academic documentation
- Coordinate the review and routing of curriculum and governance submissions through appropriate bodies to ensure compliance with established procedures and timely approvals
- Support the Faculty Director in enhancing the capacity of Program Boards of Studies to oversee quality across teaching, learning, faculty development, and student success

Academic Offerings and Planning

- Lead semester academic planning processes in coordination with the Registrar's Office, Academic Operations, and academic programs, including enrollment projections, course requirements, section planning, and faculty allocation
- Oversee the finalization of semester course offerings, ensuring that required courses are offered as planned and that student access to courses is optimized
- Manage the identification of unresolved faculty staffing needs (TBDs) and coordinate with Academic Operations to address gaps
- Maintain oversight of multi-section course governance and semester-readiness monitoring to mitigate operational risks

Student Academic Experience

- Coordinate with academic programs, Student Affairs, and relevant offices to identify, track, and resolve student academic concerns and complaints
- Monitor recurring student academic issues and recommend procedural improvements to strengthen the student academic experience
- Organize and facilitate academic engagement activities, town halls, and student consultations to gather feedback on academic experience

Leadership & Coordination

- Supervise the Assistant Managers responsible for governance operations, academic offerings, and student academic experience

- Prepare regular progress reports, status updates, and escalation summaries for the Faculty Director
- Ensure coordination and alignment across governance, planning, and student-experience activities within the APG unit
- Supervise the handling of urgent and escalated academic operational matters requiring immediate attention and resolution
- Participate in institutional committees and task forces as assigned by the Faculty Director or Associate Dean

REQUIRED JOB SPECIFICATIONS

Required Qualification	✓ Master's degree required in Education, Social Sciences, Humanities, Public Policy, Curriculum Studies, Higher Education, or another relevant academic discipline.
Required Experience	✓ A strong understanding of formal academic procedures, institutional rules, and academic administration is important. ✓ Operations management in education (preferred), government, healthcare, consulting, NGOs, professional services, or regulated organizations ✓ Experience managing formal committees, approval processes, records, and compliance workflows ✓ Coordination across multiple departments and senior stakeholders ✓ Planning resource requirements, schedules, and service delivery ✓ Policy and SOP implementation

REQUIRED JOB COMPETENCIES (Technical and Soft Skills)

S#	Competency	Criticality (High / Low / Medium)
1.	Writing and Documentation Proficiency	High
2.	Process Management and Policy Implementation	Medium
3.	Data Literacy and Information Management	High
4.	Leadership and Team Management	High
5.	Project Management	Medium