



MIT Position Description

Job Title: Mgmt 3, Program & Project Admin	Position Title: Director, Action Learning
Reports to: Assistant Dean, Student Services	% Effort or Wkly Hrs: 100%
Department: Action Learning	

Position Overview:

Manages the strategic and operational requirements of project-based learning at the MIT Sloan School of Management. The Director will lead and develop a dynamic team to oversee planning and operations for a high volume office, setting team strategy and vision. In collaboration with the Assistant Dean for Student Services, the Associate Dean for Teaching and Learning, the Action Learning faculty, and other Action Learning stakeholders. The Director will also play a key role in determining Action Learning’s mission, goals and outcomes. The Director will support business partnering needs, client relationships, and design for Sloan’s portfolio of lab or project-based learning courses, and partner with course faculty and related staff in the delivery of their courses – including implementation, assessment, and logistical support. The Director will maintain an in-depth knowledge of the portfolio of Action Learning course offerings in order to advise potential host companies and guide new faculty involvement, as well as leverage relationships and activities within Sloan and greater MIT to enhance program visibility, provide organizational leadership, and implement an active performance plan and metrics to measure student and host outcomes. The Director will manage Action Learning staff, in addition to supporting the recruitment of faculty mentors who advise students in project-based learning courses. Will maintain a continuous improvement environment while identifying new initiatives and maintaining the highest level of service to constituent groups.

Occasional evening /weekend work required, as well as some travel.

Principal Duties and Responsibilities (Essential Functions):** (percentages equal 100%)

Program Strategy Administration and Operations (60%)

- Create and administer Action Learning strategy
- Manage program operations and administration
- Develop short-term and operational processes that align with others within the school, and support best in practice Action Learning standards for students, faculty, host companies, and other constituencies
- Allocate financial, technical and personnel resources
- Interpret, implement and ensure compliance with MIT policies and/or external regulations/guidelines
- Recommend and develop new policies and procedures
- Define program scope and schedule; identify and resolve issues
- Make significant changes to projects, programs, procedures or systems
- Manage Action Learning budgets



Partnerships (20%)

Serve as Sloan’s ambassador of Action Learning to the MIT Community, to management programs at peer institutions, and to the broader global management education community

Deliver multiple presentations to students, faculty and visitors throughout the year to present Sloan Action Learning’s strategy, pedagogy and outcomes/impact, and to market the various labs.

Collaborate with various Sloan offices (Global Programs, External Relations, Student Life, Educational Services, Career Development and the academic program offices) to keep abreast of student issues and trends to help guide and coordinate Action Learning efforts, as well as to make them aware of Action Learning activity

Partner with Sloan Office of Communications to assist with the creation of all marketing materials and schedule media events

Student Experience (20%)

Ensure the safety and security of our students when traveling by providing critical resources and information both prior to, and during, travel. This includes staying abreast of travel advisories and events in regions of the world that may impact the student experience, and advising/informing students and faculty of issues that may arise

Identify trends and utilize metrics resulting from regular student and host company surveys and external data points to drive future improvements; communicate these trends with key stakeholders to inform and influence best practices and strategies for the future

Assume additional responsibilities as needed.

Supervision Received: Assistant Dean, Student Services

Supervision Exercised: Action Learning Office staff includes Associate Director; Two Assistant Directors; Operations Coordinator; Communications Coordinator;

Qualifications & Skills:

Required:

- Bachelor’s degree
- Minimum 5 years of administration or operations and management experience and strong project/program management skills
- Sound understanding of and experience working within an action learning/experiential learning environment, in either an academic or a corporate setting
- Strong technology skills required
- Ability to work within a dynamic, fast-paced environment
- Ability to make independent decisions while working collaboratively with peers within Sloan and MIT
- Ability to develop and maintain strong relationships, with a good understanding of client relationship best practices
- Strong presentation and communication skills
- Ability to exercise sound judgment and empathy with regard to managing sensitive issues and travel and emergencies



Preferred:

- Master's degree
- Familiarity with MIT Sloan highly desirable
- Experience working within an academic and/or management education setting desirable

Competencies: Contribute; Collaborate; Engaged; Manage; Lead

*** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in position descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.*