

MIT Job Description

Job Title: Mgmt 1, Admin & Operations	Position Title: Assistant Director, IWER
Reports to: Professor Emilio Castilla and Professor Erin Kelly	% Effort or Wkly Hrs: 100%
Department: Sloan, Centers and Initiative, MIT Institute for Work and Employment Research	

Position Overview:

The Assistant Director of the MIT Institute for Work and Employment Research (IWER) will manage and provide an array of high-level services to the IWER initiative and the broader IWER community at the Sloan School of Management. In partnership with the Faculty Directors of IWER, and other senior IWER Faculty, the Assistant Director develops, coordinates, and oversees critical academic, administrative, and stakeholder relation functions. The Assistant Director is engaged in all aspects of (1) teaching services and student engagement, (2) event management, (3) budget management (4) staff management, (5) stakeholder relations, (6) communications, and (7) strategic projects.

The Assistant Director leads and contributes to projects and ongoing processes for designing and executing complex and diverse programming for IWER across MIT Sloan. Successful outcomes will require the Assistant Director to build relationships proactively, collaborate willingly, and act as a primary liaison for all IWER activities to a range of internal and external partners.

With significant discretion and independence, the Assistant Director will manage, evaluate, and communicate the various workflows within IWER so as to maintain alignment and consistency in business practices. The role requires interpretation and resolution of highly varied situations and problems and excellent verbal and written communication skills. The Assistant Director must also be able to work collaboratively and cross-functionally, build relationships proactively, and act as a primary liaison for all IWER stakeholders.

Role is eligible for flexible work schedule that aligns with current area guidelines.

Principal Duties and Responsibilities (Essential Functions):**

Teaching Services and Student Engagement — 20%

The Assistant Director partners with the IWER Faculty Directors on complex curriculum development workflows. As the lead administrator for IWER, the Assistant Director:

- Partners with IWER Faculty, alumni and students through formal data collection (e.g., focus groups and survey) and informal engagement (e.g., conversations and student events) to identify the curriculum needs and desires of the IWER community. Uses this data to directly inform the curriculum development for IWER, in dialogue with faculty.
- Coordinates and leads data gathering, analysis and reporting on course enrollments, staffing, and evaluations to determine trends.
- Partners with Sloan Educational Services to ensure accuracy of course scheduling, course updates and change requests, and catalog listings.
- Manages scheduling process for IWER courses; coordinates with the Work and Organizational Studies (WOS) program committee meetings to ensure proper coordination and communication with respect to all aspects of the WOS curriculum.
- Requests and verifies faculty teaching preferences, and serves as first point of contact for prospective visiting professors and lecturers; collaborates with Sloan Faculty Affairs and Sloan HR to finalize teaching plans.

- Keeps relevant degree programs apprised of course changes and proactively engages with programs heads around student experience needs. Example, USA Lab in Action Learning.
- Coordinates with and proactively supports student initiatives that draw on IWER expertise and build relationships between faculty, students, and practitioners. Example, primary liaison with MBA People and Organizations club for events and community building.

The Assistant Director collaborates with the IWER PhD Program Faculty Head when drafting and updating curriculum and policy documents for the IWER PhD Program.

Event Management — 20%

- Plans, executes, and oversees all IWER Initiative events, conferences, and activities, and may travel domestically and internationally to manage onsite operations, including leading/co-leading high-level events, including multi-stakeholder convenings that bring together academics and practitioners.
 - Examples for 2022 include the MIT and American Federation of Teachers Research Convening on AI and Education, a Festschrift honoring Professor Thomas Kochan (200+guests, multi-day events), and the MIT Worker Voice Workshop held in partnership with the IDE and the IRC (Industrial Relations Counselors).

The Assistant Director is also responsible for overseeing all established internal IWER programs such as the weekly IWER Seminar.

Budget Management — 15%

- Develops an annual budget that reflects the evolving needs of the Initiative. Requires detailed monitoring of spending against various program goals throughout the year.
- In collaboration with Sloan Finance, develops detailed budgeting categories and analysis of all grant and gift money.
- Supports faculty in the development and administration of grant applications, as requested.
- Coordinates all contracts with outside vendors; maintains vendor relationships; manages potential issues that arise during partnerships.

The Assistant Director will be responsible for maintaining records of all IWER accounts, tracking the funds spent, and fielding proposals for use of the funds.

Stakeholder Relations – 15%

- Develops and maintains relationships with the Initiatives primary and secondary stakeholders. Stakeholders include, but are not limited to, IWER faculty, IWER PhD students, the IWER research community of Predoctoral and Postdoctoral fellows, as well as guest speakers and practitioners participating in Initiative events.
- In partnership with Sloan Faculty Affairs, and the Senior Associate Directors of the Sloan Academic Areas, manages the onboarding and implements formalized training, when necessary, for the Initiatives research community.

The Assistant Director will develop and manage web, print, video, and social media communications and outreach for the IWER Initiative; and develop and maintain strategy for the Initiatives branding and marketing in all internal and external communications.

Staff Management - 15%

The Assistant Director will supervise a small team of support staff responsible for the delivery of a dynamic portfolio of services to the IWER initiative.

- Attract, hire, retain, and develop, as needed, a strong pool of staff who provide direct day to day support. May also include the development of a personalized onboarding approach per new staff member.

- Ensure IWER support needs and staff placements are aligned.
- Partner with Human Resources and other groups as needed to provide staff with coaching resources that provide mentorship and focuses on career development.
- Implement performance development measures that are in line with Human Resources guidelines; this includes, monthly Sloan Chats, year-end performance reviews and conversations, and yearly goal setting, etc.
- Provide on-going coaching to direct reports through timely, productive, and transparent feedback.
- Address unproductive behaviors effectively, discretely, and within a timely fashion.
- Initiate and manage the search process for new administrative staff, serves on the interview committee, develops personalized onboarding program, and coordinates implementation with Area trainers.

Communications – 10%

- In collaboration with the Initiatives Faculty Directors, and Initiative staff, the Assistant Director participates in developing and disseminating internal and external communications on behalf of the Initiative. Specifically, this person participates in developing branding and marketing communications for internal and external communication on behalf of the Initiative.

Strategic Projects – 5%

- Facilitates special projects and initiatives that support the continued administrative growth of the Initiatives. They will develop, implement, and manage projects that ensure essential information is shared, understood, and codified.

Other duties as assigned or required.

Supervision Received: Supervision is provided by the IWER Faculty Directors. Position requires ability to perform with minimal supervision.

Supervision Exercised: The Assistant Director will supervise a small number of support staff after FTE budget approval received.

Qualifications & Skills:

REQUIRED:

- Bachelor's Degree
- Minimum 3 years of administrative, operations and/or project/program management experience
- Developing and managing relations with diverse stakeholders
- Outstanding interpersonal and communication skills (both written and oral)
- Team player with established track record of undertaking collaborative projects
- Proactive, takes initiative and leads effectively with limited supervision
- Strong organizational and problem-solving skills; ability to successfully balance and prioritize workload

PREFERRED:

- Minimum of 5 years of experience in higher education setting or in complex organizations involving multiple stakeholders
- Advanced degree
- Interest and experience in employment relations field or social science research administration

MIT Sloan Competencies:

Contribute

Manages ambiguity and navigates change while being comfortable and confident working in a fastpaced and changing environment
Is self-directed and proactive while advancing work and achieving results

Collaborate

Works towards team success with humility, as both a member and a leader of formal and informal teams
Collaborates with others while respectfully advancing organizational goals and achieving desired outcomes
Communicates openly and effectively by exchanging high-quality information, ideas, and opinions in an open and timely manner within and outside the school

Engage

Acts with caring and a sense of community while demonstrating genuine respect towards every person

Fosters innovation and experimentation by applying original thinking, expertise, and professional experience to solve problems and develop new options and approaches

Builds diversity and inclusion by modeling and promoting the MIT values and contributing to an environment where everyone feels supported and is able to thrive

Lead

Focuses on impact and outcomes while working to make a difference and achieve organizational goals
Initiates and sustains change that creates value

*** 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.*