Office of the Provost Opportunity at the University of Iowa

**POSITION OVERVIEW**

<table>
<thead>
<tr>
<th>Department:</th>
<th>Office of the Provost</th>
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<tbody>
<tr>
<td>University Classification:</td>
<td>Program Management</td>
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<tr>
<td>UI Job Code:</td>
<td>PAD2</td>
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<tr>
<td>Pay Level:</td>
<td>5A</td>
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<tr>
<td>Working Title:</td>
<td>Assessment and Evaluation Project Manager</td>
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<tr>
<td>Percent Time:</td>
<td>100% (40hrs/wk.)</td>
</tr>
<tr>
<td>Administrative Supervisor:</td>
<td>☐ Yes ☒ No</td>
</tr>
<tr>
<td>Position Type:</td>
<td>Regular P&amp;S, Ongoing</td>
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<tr>
<td>Reports to:</td>
<td>Administrative Svs Director</td>
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<tr>
<td>Compensation:</td>
<td>$52,000 to commensurate</td>
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**POSITION SUMMARY**

The Assessment and Evaluation Project Manager will advance the Office of the Provost’s efforts to develop and maintain systematic assessment and evaluation of strategic planning, faculty awards and recognition, and special initiatives in support of the institution’s mission and vision. The individual in this position – in collaboration with the Office of the Provost leadership team and Strategic Plan Action and Resource Committee (SPARC) – will establish methods to measure the advancement of the university strategic plan. Other duties will include using analytic tools to identify opportunities for strategic investments within academic scholarship, research, and creative work programs, supporting efforts of collegiate partners to identify external awards for faculty, and assisting with other special projects within the Office of the Provost.

**WHAT YOU DO**

**Operational and Financial Management:**

- Utilize Academic Analytics and other sources of quantitative and qualitative data to support the Office of the Provost’s Faculty Honorific Awards and Recognition Program. Establish and maintain comprehensive external award information. Develop and present comprehensive reports to individuals or groups.
- Build upon practices of using Academic Analytics and other sources of quantitative and qualitative data to evaluate opportunities for strategic investment or resource deployment within academic or research programs that would advance the academic mission of the university.
- Provide support for special initiatives within the Office of the Provost through utilization of Academic Analytics and other sources of quantitative and qualitative data. Establish and maintain processes to measure progression of initiatives.
- Assist with developing and maintaining processes to routinely monitor budgets and benchmark progression of funded P3 Program in Support of Strategic Priorities projects.

**Strategic Planning:**

- Assist with the development, implementation, and evaluation of the institution’s strategic plan through designing, coordinating, and monitoring effectiveness of high-level indicators and tactical metrics. Establish and maintain processes to measure progress and success.

**Communication and Outreach:**

- Assist collegiate leadership with identification of faculty to nominate for external awards. Research and develop pathways for faculty to be competitive for awards. Establish timelines and assure deadlines for award submissions are met.
• Establish tools and provide training to support more effective assessment and evaluation both within the Office of the Provost and across campus.
• Develop communication strategies to advance assessment and evaluation practices on campus, including targeted and broadcast emails and website content.
• Develop and manage relationships with constituency groups including Office of the Provost leadership, Office of the President, collegiate leadership, Strategic Plan Action and Resource Committee, Office of Assessment, and Office of the Vice President for Research.

Compliance:
• Recommend measures to improve policies, procedures, and programming related to the strategic plan, P3 program, faculty honorific and awards program, and special initiatives.

Quality Improvement:
• Analyze program data, develop reports, and recommend measures to address quality improvement efforts

HOW YOU DO YOUR JOB (learn more about competencies and proficiency levels here)

Operational Functions: – Proficiency: Extensive

What this looks like:
• Operates with understanding of key responsibilities of organization's major functions.
• Seeks efficiencies in operational functions wherever possible.
• Evaluates relevant industry practices from an operations perspective and works accordingly.
• Maintains awareness of multi- and cross-functional issues of the regulatory environment.
• Takes into consideration the interrelationships between major functions and sub-functions.
• Uses knowledge of organization's functions to achieve goals, meet commitments.

Planning: Tactical, Strategic: – Proficiency: Extensive

What this looks like:
• Develops, refines, and communicates tactical plans for own responsibilities.
• Plans for allocation of resources in line with unit goals, technical and business objectives.
• Provides the right level of detail as input for strategic plan development.
• Demonstrates the value and necessity of linking tactical plans to overall strategic plan.
• Ensures the planning process is integrated with the overall business plan.
• Ensures attention to the detail and dependencies of existing departmental-level plans.

Data Gathering and Reporting: – Proficiency: Extensive

What this looks like:
• Oversees multiple data-gathering and analysis initiatives.
• Analyzes complex reports as revealed by the data.
• Teaches others the calculations necessary to capture data and develop more complex reports.
• Prepares cost-benefit analyses of alternative approaches.
• Develops criteria for selecting data gathering and reporting tools and techniques for various projects.
• Reviews and verifies data and reports for accuracy.
Effective Communication: – Proficiency: Extensive

What this looks like:
- Communicates effectively with diverse audiences, using appropriate media and language.
- Ensures important messages are clearly understood.
- Writes reports, articles, or books for distribution to the business or professional community.
- Works to create a climate that values and rewards good oral and written communication.
- Coaches others on methods of improving their own communications.
- Monitors developments in communications tools for potential use by organization.

Effective Presentations: – Proficiency: Expert/Leader

What this looks like:
- Communicates effectively with diverse audiences, using appropriate media and language.
- Ensures important messages are clearly understood.
- Writes reports, articles, or books for distribution to the business or professional community.
- Works to create a climate that values and rewards good oral and written communication.
- Coaches others on methods of improving their own communications.
- Monitors developments in communications tools for potential use by organization.

Project Management: – Proficiency: Working

What this looks like:
- Plans, estimates, staffs, organizes and monitors significant projects.
- Utilizes preferred tools, techniques and methods for estimating project cost and time.
- Identifies risks and vulnerabilities, and creates contingency plans.
- Identifies reporting requirements, and creates monitoring and control mechanisms.
- Conducts regular and ad-hoc project reviews with project team, sponsors, and clients.
- Maintains open communication among project participants and interested parties.

Relationship Management: – Proficiency: Working

What this looks like:
- Describes the roles and responsibilities in a business relationship.
- Monitors client satisfaction levels on a regular basis.
- Alerts own team to problems in client satisfaction.
- Ensures prompt and effective response to client requests and interactions.
- Works with clients to address critical issues and resolve major problems.

Specific Function: – Proficiency: Extensive

What this looks like:
- Plans, estimates, staffs, organizes and monitors significant projects.
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- Identifies reporting requirements, and creates monitoring and control mechanisms.
• Conducts regular and ad-hoc project reviews with project team, sponsors, and clients.
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**Written Communications:** – Proficiency: Extensive

*What this looks like:*
• Produces written materials in business- and industry-specific technical language.
• Ensures that written message is understood as intended.
• Adapts writing -- language, form, style, tone -- to different audiences.
• Uses various techniques for information dissemination and information gathering.
• Advises others on incorporating tables, charts, and diagrams into documents.
• Reviews the written materials of others and provides feedback and coaching.

**UNIVERSITY EXPECTATIONS** (see definitions and proficiency levels here)

**Collaboration/Positive Impact** – Proficiency: Extensive

*What this looks like:*
• Ensures time, resources, energy, learning opportunities, and actions are focused on priorities important to the changing workplace.
• Identifies and resolves disagreements/conflicts in early stages.
• Promotes a safe, fair, respectful environment in which concerns can be addressed effectively.
• Recommends changes to work practices and policies to achieve desired outcomes.

**Diversity, Equity, and Inclusion** – Proficiency: Extensive

*What this looks like:*
• Promotes a respectful, diverse, equitable and inclusive work environment in which concerns are addressed effectively.
• Can identify unit policies and practices that have a disparate impact on specific populations.
• Recommends policies and practices to advance an equitable, inclusive work environment and counter racism, sexism, and other forms of institutional bias.
• Forms respectful relationships with those representing diverse constituencies, and seeks regular input to better understand diversity, equity & inclusion issues and enhance recruitment efforts.
• Engages in on-going self-reflection and continues to advance their knowledge and skills related to diversity, equity and inclusion.

**Service Excellence/Customer Focus** – Proficiency: Extensive

*What this looks like:*
• Participates in developing a variety of effective ways to deal with service challenges.
• Models service delivery and coaches others to deliver excellent service in a variety of settings.
• Communicates well with direct reports, peers, leadership and external constituents.
• Utilizes various methods for information sharing and information gathering. Modifies processes to enhance service.
QUALIFICATIONS YOU BRING

- Bachelor’s degree, or an equivalent combination of education and experience.
- 5 years of experience in administrative or program management.
- Demonstrates an extensive proficiency level in:
  - Knowledge of and ability to utilize tools, techniques, and processes for gathering and reporting data, including both qualitative and quantitative techniques.
  - Understanding of effective verbal and written communication concepts, tools, and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs.
  - Knowledge of effective presentation tools and techniques; ability to present information in a clear and concise manner.
  - Organizational and project management skills with the ability to multi-task and work independently, as well as cooperatively with others.
  - Demonstrated understanding of the mission of a research university and the mission and functions of scholarly support units.
  - Knowledge of effective strategies and the ability to work with a variety of individuals and groups in a constructive and respectful manner.

Desired

- Familiarity with higher education systems and processes.
- Attention to detail, strong organizational skills, and ability to handle multiple tasks quickly and effectively, proactively establish priorities and meet deadlines, and solve problems independently and creatively.

ABOUT THE OFFICE OF THE PROVOST

The Office of the Executive Vice President and Provost provides academic leadership to the University of Iowa. Its fundamental mission is to champion innovation and excellence in teaching, research, creative production, and service.