
JOB DESCRIPTION: INSTRUCTIONAL PROGRAM MANAGER – LEAD TEACHER PROGRAM

DEPARTMENT:	Instruction-Student Learning	REPORTS TO:	Director of Student Learning
JOB CLASS:	Instructional Manager	PAY GRADE:	Instructional Manager
EXEMPT STATUS:	Exempt	DATE:	5/26/11

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success in the 21st century.

POSITION GENERAL SUMMARY:

The Instructional Program Manager oversees the various projects and pilots involved in the Lead Teacher Program within the Instructional Department. The Instructional Program Manager trains and norms the processes and procedures for all Lead Teachers in the organization, and is responsible for the induction, mentoring, and ongoing coaching of new and existing Lead Teachers in the program.

ESSENTIAL POSITION FUNCTIONS:

- Develop, implement, and monitor the success of the Instructional Lead Teacher Program
- Manage the Lead Teacher Program including projects and pilots within the Instructional Department
- Develop and sustain the internal culture within the Lead Teacher team
- Facilitate regular communication of processes, procedures, and policies and include culture-norming activities with Lead Teachers, to include individual, small, and large group meetings
- Model relationship development for the Lead Teacher team
- Serve as liaison between the Instructional Department, Curriculum Department, and Professional Learning Departments with regard to workflows and processes that affect the Lead Teacher Program and other new teacher onboarding activities
- Assist Instructional Leadership with the strategic planning for the department
- Train all Lead Teachers in the coaching process and facilitate the Transformations training (new hire onboarding and induction) of new teachers
- Provide temporary supervisory coverage of teachers in the absence of the ILs
- Evaluate the efficiency and efficacy of ongoing programs and new pilots for the Instructional team
- Provide general leadership, guidance, and support to team members in order to collaborate, give feedback, develop plans, and reach team and individual goals
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrating respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:***Education/Licensure/Certification:***

- Bachelor's Degree
- Master's Degree, preferred
- Valid Florida Professional Teaching Certificate
- Agreement to earn Certification in Educational Leadership within 2 years of employment

Experience:

- Three years' professional teaching experience
- One year online teaching experience

Knowledge, abilities and skills:

- Ability to work with and through people to establish goals, objectives, and action plans
- Strong project management and organizational skills
- Strong interpersonal, leadership, and motivational skills
- Demonstrated ability to mentor, guide and influence others
- Ability to meet deadlines and handles diverse tasks simultaneously using prioritization and delegation
- Strong innovative problem solving skills and techniques to accomplish objectives
- Possesses strong verbal and written communication skills
- Ability to write and verbally articulates reports, working papers, and presentations for all audiences
- Working knowledge of Microsoft Outlook, HTML, learning management platforms, and other Web technology products
- Working knowledge of Instructional design, learning theories, and pedagogy

CORE COMPETENCIES FOR SUCCESS:

COMMUNICATION SKILLS <i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i>	CUSTOMER FOCUS <i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i>
INTERPERSONAL SKILLS <i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i>	FUNCTIONAL /TECHNICAL EXPERTISE <i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i>

MANAGER COMPETENCIES FOR SUCCESS:

COMMAND SKILLS <i>Relishes leading; Takes unpopular stands if necessary; Encourages direct and tough debate but isn't afraid to end it and move on; Is looked to for direction in a crisis; Faces adversity head on; Energized by tough challenges</i>	CONFLICT MANAGEMENT <i>Steps up to conflicts, seeing them as opportunities; Reads situations quickly; Good at focused listening; Can hammer out tough agreements and settle disputes equitably; Can find common ground and get cooperation with minimal "noise"</i>
LISTENING <i>Practices attentive and active listening with all groups/people; Has the patience to hear people out without interruption; Can accurately restate the opinion of others even when he/she disagrees</i>	MANAGING DIVERSITY <i>Manages all kinds and classes of people equitably; Deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; Hires variety and diversity without regard to class; Supports equal and fair treatment and opportunity for all</i>
DEVELOPING OTHERS <i>Provides constructive, concrete, behavioral feedback to others through monthly development discussions; Shares information, resources and suggestions to help others be more successful; Delegates challenging work assignments or responsibilities that will help the abilities and stretch others; Regularly meets with employees to review development needs, career aspirations and progress; Constructs compelling developmental plans and executes them; Creates a climate in which people want to do their best; Is a good judge of talent; After reasonable exposure, can articulate the strengths and limitations of people inside or outside the organization</i>	TIMELY, QUALITY DECISION MAKING <i>Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; Able to make a quick decision; Makes good decisions based upon a mixture of analysis, wisdom, experience and judgment; Sought out by others for advice and solutions; Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time</i>
PROCESS MANAGEMENT <i>Good at figuring out the processes necessary to get things done; Knows how to organize people and activities; Understands how to separate and combine tasks into efficient work flow; Can readily see opportunities or synergy and integration; Can simplify complex processes; Gets more out of fewer resources</i>	TEAM BUILDING <i>Develops networks and builds alliances; Participates in cross-functional activities to achieve organizational objectives; Focuses time and energy to develop direct report team and peer team; Fosters commitment, team spirit, pride and trust; Recognizes and rewards people for their achievements and contributions to organizational success; Identifies and tackles morale issues; Provides training and development to employees; creates and participates in team building sessions; Empowers others; Makes each individual feel his/her work is important; Invites input from each person and shares ownership and visibility</i>
MANAGING & MEASURING WORK <i>Clearly assigns responsibility for tasks and decisions; Sets clear objectives and knows what to measure and how to measure them; Monitors process, progress, and results; Designs feedback loops into work; Holds self and others accountable for achieving goals and objectives</i>	COMFORT AROUND HIGHER MANAGEMENT <i>Deals comfortably with more senior managers; Presents to more senior managers without undue tension and nervousness; Determines the best way to get things done with more senior managers by talking their language and responding to their needs; Crafts approaches to working with more senior managers that are seen as appropriate and positive</i>
MANAGERIAL COURAGE <i>Doesn't hold back anything that needs to be said; Is not afraid to provide current, direct, and "actionable" positive and corrective feedback to others; Lets people know where they stand; Faces up to people problems on any person or situation quickly and directly</i>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Remote or Orlando office, depending on assignment
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)