#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Micro-credential Administrator

**Job Number:** A-496 | VIP: 1978

**Band:** OPSEU-6

**Department:** Co-op, Careers & Experiential Learning

**Supervisor Title:** Director, Careerspace

**Last Reviewed:**  April 11, 2024

#### **Job Purpose:**

Under the supervision of the Director, Careerspace the Micro-credential Administrator works collaboratively with a variety of different internal and external departments to design, create, implement and administer Trent micro-credentials. The emphasis of this role will be to develop and support all aspects of Trent micro-credentials including the creation of the micro-credential annual plan, leading change, communicating with relevant stakeholders, implementing and operationalizing new micro-credentials, and ensuring the successful operation of existing micro-credentials.

#### Key Activities:

* In collaboration with the Director, formulate the micro-credential 1- and 3-year strategic plan focusing on growth and sustainability.
* Liaise with internal and external departments to develop and implement new micro-credentials.
* Responsible for ensuring all micro-credential registration activities are carried out efficiently and in accordance with the general guidelines and policies.
* Review and process the Trent Micro-credential Proposal Form.
* Supports Subject Matter Experts in developing learning objectives and assessments for Trent micro-credentials.
* Work closely with IT and Trent Online to ensure the coordination of services to students, and the effective use of resources.
* Administrate the MyCreds Badge System which includes input of micro-credential program/course descriptions, skills, earning criteria, and digital badge graphics.
* Maintain digital records in SharePoint for digital badges issued and revoked to learners through the MyCreds platform.
* Liase with micro-credential instructors and facilitators for content changes, website updates or other badge design creation and edits.
* Manage the content on the micro-credential webpages.
* Provide administrative support for Trent Marketplace online store by creating micro-credential course/program listings, and accuracy of dates and descriptions are maintained.
* Collaborate with Trent Marketplace management for feature changes or other configuration changes needed to ensure strong customer experience at checkout.
* Monitor and respond to emails received to the main micro-credentials e-mail account.
* Continually evaluates records and registration processes to identify areas requiring improvement and implement process improvements as required.
* Administer the review process following a program. This will involve sending out a survey, collating responses, analyzing and sharing the results after the completion of a program.
* Administer the new micro-credential assessment process to establish which micro-credentials should be developed.
* Collaborating with internal and external departments to review marketing opportunities for micro-credentials.
* Reviews grant proposals, including assessing requirements, preparing and submitting funding proposals, and establishing processes for implementing partly-funded and fully-funded programs with new partners.
* Attend groups to present and help share information with Trent Community members e.g. Collaborative programming meetings.

#### Education Required:

* General Degree (3 years).

#### Experience/Qualifications Required:

* Minimum two (2) years of experience in community engagement and administrative work in a busy environment with a diversity of people and exposure to unexpected situations/requests.
* Proficiency in the use of Microsoft Office, especially Outlook and Excel.
* High level organization and time management skills; ability to prioritize work.
* Must be able to carry out a client service approach and be able to balance tasks with frequent interruptions and requests for assistance.
* Excellent oral and professional written communication skills.
* Effective organizational and interpersonal skills; ability to work independently and as part of a team.
* Accuracy and attention to detail in collecting information and preparing documents and reports.
* Ability to work in an environment where diversity of people and situations are encountered.
* Demonstrated ability to work as part of a small team and collaborate with community and university partners.
* Self-starter with ability to work independently.

**Job Evaluation Factors:**

##### Analytical Reasoning

There is a high level of analytical reasoning required for this role. Micro-credentials (MC) are very flexible and come in many different forms depending on the target audience, the nature of the learning and the community involvement. Each MC needs to be planned and developed based on its own requirements rather than following a standardized template. An example would be the Not-for-Profit Management MC. This role works with several external organizations and industry experts to develop the proposal to achieve the desired learning outcomes. Once the proposal is approved, this role will coordinate the various stakeholders to ensure successful implementation.

##### Decision Making

Examples of decision making that this role will have responsibility for include.

* MC ideas that move forward to the proposal stage
* Organizations to approach to promote MC.
* Internal departments to liaise with re MC development.
* Proposed setup for implementing new MC

##### Impact

There are reputational and financial impacts that can result from this position. MC students will receive a Trent credential upon completion and if someone has a negative experience, it could hurt Trent’s reputation. This role will also collaborate with external organizations, so a negative experience could have far reaching impacts on future partnerships between Trent and the organization. MC are revenue generating, but also have expenses associated with them. MC’s that are developed properly can financially benefit the institution, but ones that are inappropriately developed will negatively impact budgets.

##### Responsibility for the Work of Others

This role will indirectly be responsible for the work of internal and external individuals that are working on developing MC’s

##### Communication

Verbal and written communication is key to this role as they work with a variety of stakeholders to develop and implement new programs.

Internally, this role will work with faculty and staff across the institution, including Trent Online, CTL, Communications and IT.

Externally, this role will communicate with a variety of individuals at various levels of organizations.

##### Motor/ Sensory Skills

* Fine Motor Skills
* Dexterity
* Visual – ensuring accuracy

##### Effort

* Prioritization - determine appropriate order for completion of tasks
* Sustained Attention
* Adaptability - changing needs
* Creativity - daily challenges
* Confidentiality - aware of the rules of confidentiality
* Communication - essential to communicate effectively with, students, staff, faculty, outside partners
* Design - technical forethought to plan for changing needs

##### Working Conditions

The majority of the role will be at a computer with occasional travel to local organizations for meetings and presentation.