

# Vacancies

## Vacancy: HEAD: Distance Learning Operations

Embury is looking for a **HEAD: Distance Learning Operations** who will report directly to the  
Chief Executive Officer

### **Key Role and Objective:**

Manage a range of administrative, logistical and support operations for Distance Learning (DL) programmes. Perform some of the administrative and logistical operations for contact learning, where relevant. Provide leadership to ensure high standards of institutional service. Negotiate and manage agreements with relevant service providers. Oversee compliance with Embury policies and procedures (related to this position) that result in the successful DL programme delivery. The Head: DL Operations will solve everyday problems, deal with emergency situations, and will be responsible for interfacing DL operations with other functions at Embury.

### **Main Duties and Responsibilities:**

- ✓ Manage, improve, standardise, implement and monitor operations that will ensure effective and efficient delivery of DL programmes.
- ✓ Manage the following range of processes related to operations:
  - **Business Growth of Distance Learning qualification & non-qualification programmes)**
    - Manage the financial affairs, including income, operational expenses and fixed asset budgets.
    - Implement programmes and activities developed by head office to achieve business requirements
    - Manage the recruitment of students for DL programmes.
    - Meet student requirement targets set by head office.
    - Manage and coordinate all marketing activities.
  - **Logistics**
    - Liaise with the relevant internal structures and the Embury study materials distribution partner regarding procurement, warehousing, and distribution of study material, prescribed textbooks and other academic material (*contact and distance learning*).
    - Liaise with the relevant internal structures and the Embury study materials distribution partner regarding printing of study guides, study letters and other academic material (*contact and distance learning*).
  - **Assessment administration**
    - Assignment collection of posted, e-mailed or physically handed in at collection points.
    - Process all received assignments for marking by academics.
    - Collaborate with the Head: Assessment & Regulatory Compliance on administration of exam venues, administration around the appointment and payment of invigilators, secure printing and distribution of exam papers, safe return of exam scripts, and marking of exam scripts (*contact and distance learning*).



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- **DL Support**
  - Liaise with Head of Recruitment: Distance Learning regarding DL student enrolment processes
  - Liaise with Head of Academics: Distance Learning regarding DL student registration processes.
  - Liaise with Head of Student Support Services regarding all DL student support processes.
  - Establish and coordinate Regional DL Study/Support Centres in South Africa and Namibia.
- ✓ Represent DL Operations at Embury OPEXCO.
- ✓ Organise and chair relevant DL meetings with staff.
- ✓ Liaise with the HR Division regarding the recruitment of new non-academic DL support staff - including training and induction.
- ✓ Ensure adequate staff levels to cover for absences and peaks in workload.
- ✓ Carry out staff appraisals and manage staff.
- ✓ Delegate work to staff and manage their workload and output.
- ✓ Promote staff development and training.
- ✓ Write reports for senior management.
- ✓ Respond to enquiries and complaints related to DL Operations.
- ✓ Willingness to travel inside and outside the borders of South Africa
- ✓ Fulfil all reasonably expected administrative functions relating to the post and as requested by Exco members.

## **Personal Specification:**

It is **essential** for the individual to be able to **demonstrate** the following:

- ✓ Excellent business process management skills.
- ✓ Focus on business process standardisation and automation.
- ✓ Excellent communication skills.
- ✓ Excellent people skills.
- ✓ Strong work ethic.
- ✓ An outgoing and engaging personality.
- ✓ Be business-focused with a passion for academic excellence.
- ✓ Focus on customer service.
- ✓ Excellent organisational and problem-solving skills.
- ✓ Highly self-motivated.
- ✓ High level of computer literacy.

**Interested applicants are to e-mail a letter of application together with a detailed CV, illustrating relevant experience, to [hr@embury.ac.za](mailto:hr@embury.ac.za)**

**NO TELEPHONIC ENQUIRIES will be entertained.  
Only short listed candidates will be contacted.  
Embury reserves the right to not fill this position.**

**Closing Date: 22 May 2019**

