



MINISTRY DESCRIPTION

Title: Program/Administrative Manager – Hope Education Network

Department: Hope Education Network

Schedule: Regular, Part-time

Reports to: Executive Director – Hope Education Network

FLSA: Exempt

Ministry Function:

The Program/Administrative Manager plays a central role in the smooth development and operations of the Hope Education Network (HEN). This role supports the Executive Director through program management, office and administrative activities.

Essential Duties and Responsibilities:

Hope Education Network Responsibilities:

1. Strategizes with Executive Director-HEN on approach, framework, messaging and continual development of the Hope Education Network.
2. Collaborates with and identifies standards to be used in content development for University/College courses, certificates, and badges.
3. Works with Executive Director, COH leadership, and institutions to assure consistent overall goals and outcomes of the program.
4. Assists with MOU development and Contracts with Universities/Colleges that insures that COH owns the various courses that are created or adapted.
5. Provides rigorous and consistent review of content development activities and assures that timelines are met and are fully aligned with Convoy of Hope standards.
6. Facilitates process and gathers content, under the direction of the University's designated administrator, professor, online course developer or Executive Director HEN for the development of badges, certificates, and course development.
7. Assists Executive Director HEN in facilitating adoption of the program both internally and externally through consistent messaging and materials.
8. Communicates with various Presidents, Deans, Faculty, pastors and leaders (both in-person and online), as directed by the Executive Director.
9. Works with administration at the Universities with details about MOUs and contracts with various professors and facilitates their completion.
10. Works closely with University/Seminary/Colleges regarding their approach to the various phases of development of the degree program.
11. Gathers content available for inclusion in course content from the Convoy of Hope way (Book of Knowledge).
12. Ongoing development (continual writing) of the Convoy of Hope ways of serving people with God's compassion, this includes, listening to various leaders discuss how they do the COH way when performing their work.
13. Ensures that the COH way is included in the various courses.
14. Provides administrative support and office assistance to Executive Director as requested.
15. Other duties as assigned.

Required Knowledge, Skills, and Abilities:

1. Bachelor's degree strongly preferred, High School diploma or equivalent required.
2. 3+ years experience in training, curriculum development and/or office management.
3. Ability to use a PC and software programs, including but not limited to MS Word, Excel and Evernote necessary.
4. Strong organizational skills for handling several projects at one time and meticulous attention to detail.
5. Excellent written and verbal communication skills are necessary.
6. Excellent grammar and punctuation skills are necessary for development of curriculum and writing reports.
7. Ability to accurately and methodically follow verbal directions and written processes.
8. Ability and willingness to travel domestically, with the possibility of rare international travel.
9. Serve as an advocate for the ministry, striving to nurture, broaden and develop financial and other resource opportunities to support and expand organizational and program ministry.
10. Ability to positively represent the ministry of Convoy of Hope, including its mission statement and core values, to all outside constituencies.
11. As a Christian organization, Convoy of Hope believes it is critical that each staff member embraces the organization's religious purposes for which it exists and not only agrees with its Statement of Faith but demonstrates it in their lives on an ongoing basis.

Supervisory Responsibilities: This position may supervise volunteers.

Created: 09/25/18
Revised: 03/20/19