OLC Chief Knowledge Officer

Are you seeking a collaborative working environment with knowledgeable and accomplished colleagues who share your commitment to the future of digital higher education? The Online Learning Consortium is a collaborative community of higher education leaders and innovators, dedicated to advancing quality digital teaching and learning experiences for the modern learner – anyone, anywhere, anytime.

As Chief Knowledge Officer (CKO) for OLC, you’ll be at the forefront of the changing higher education landscape, working with the talented team that keeps the OLC community engaged with relevant and valued resources for driving the quality agenda. And you’ll enjoy doing it primarily from your home office, with opportunities to travel to our industry leading conferences and unique consulting engagements on the campuses of our member institutions and partners. As OLC’s CKO, you will provide a knowledgeable voice in representing OLC and its mission to the public. Ideally, you’ll be an established thought leader in the field of digital learning, with a community of followers, experienced in talking with press and industry influencers about relevant issues, trends and research.

POSITION OVERVIEW:
As OLC’s Chief Knowledge Officer, you will gather, curate, and leverage the intellectual capital created by and disseminated through the organization to create and enhance services and resources provided to a full array of OLC stakeholders. You will manage the organization’s knowledge as an asset and leverage opportunities to convert knowledge-driven resources into member-serving, gravitas-enabling, and revenue-generating products and services. Within a competitive organizational landscape, the outcomes of this position have the potential to push the boundaries of the organization’s performance, competitiveness, and success. Key to this position is a focus on strategic analysis, creative problem solving, and innovative solutions while having a thorough knowledge and understanding of existing operations and processes in order to drive initiatives to completion through existing or new workflows. In this position you must possess the communication skills to bring others on board with go-forward recommendations and enjoy working as part of a virtual team.

MINIMUM AND PREFERRED QUALIFICATIONS:

- A master’s degree is required, a doctoral degree is preferred.
- Ten or more years of progressively responsible leadership experience in a higher education institution in a high-impact, growth, and results oriented position(s).
- Mature network of individuals, institutions, and organizations in the digital learning field.
- International and/or cross-cultural experience.
- Computer and technology literate using Microsoft Windows, Microsoft Office applications, SalesForce, planning and communication technology, and the Internet.
KEY RESPONSIBILITIES:
Key responsibilities for this position fall into five primary areas:

Learning Innovation and Thought Leadership
- Monitors latest trends and innovations in digital learning; ensures OLC’s professional development activities are consistent with such trends.
- Works collaboratively across the ‘industry’ to develop OLC’s ‘thought leadership’ agenda.
- Envisions and builds coordinated strategies and tactics around the OLC ‘thought leadership’ agenda pushing into new and innovative areas.
- Identifies individuals and institutions that are engaging in innovative and cutting-edge initiatives and showcases their work through various venues, research initiatives, surveys, etc.
- Attracts and manages a pool of digital learning thought leaders to propel OLC’s leadership and professional development agendas forward.
- Leads the Institute for Professional Development and maintains an agile stance with regard to curriculum directions to enable up-to-date, relevant, and on-point learning experiences.
- Seeks external funding to promote the OLC mission and vision as a thought leader.
- Presents and represents OLC as a speaker for various conferences, webinars, institutional events, and other opportunities.
- Publishes thought pieces via the OLC blog supporting OLC priorities within the context of trending topics and industry developments
- Serves as an OLC press point of contact driving OLC’s thought leadership agenda with the media.

Quality Enhancement
- Provides leadership and promotes OLC’s quality agenda nationally and internationally building on OLC’s historic efforts (e.g., Quality Pillars).
- Promotes adoption and engagement of OLC Quality Scorecards with key stakeholders through meetings, presentations, and other means.
- Continues to build out the Suite of Quality Scorecards based on industry needs.
- Invests in continually updating the ‘suite’ of research-based quality scorecard resources working across the community utilizing subject-matter experts.
- Positions OLC internationally by translating and norming the Quality Scorecard in other countries.
- Enhances the functionality and reporting back-end for institutions in the interactive version of the scorecard tool as well as provide benchmarking and aggregate reporting.
- Grows use and adoption of the Suite of Quality Scorecards through professional development workshops, existing or new consulting services solutions (e.g., QS Navigator), and other wrap around services.
Community Engagement and Development

- Elevates the stature of OLC within the broader higher education community through engagement with foundations, Department of Education personnel, regional accreditors, and other associations.
- Expands interest in OLC across all functional areas within higher education institutions.
- Executes plans to extend knowledge-driven products and services into new markets serving new audiences.
- Identifies and engages thought leaders, subject matter experts, and volunteers to expand OLC’s brand.
- Showcases OLC’s thought leadership agenda through conferences, webinars, blogs, podcasts, and other social media venues.
- Enhances conference outcomes through implementation of new learning approaches and innovative opportunities.
- Ensures effective ‘voice of the customer’ touchpoints (e.g., advisory councils, focus groups) to continually innovate and adapt programming to meet the evolving needs of the community.
- Executes a growth strategy for OLC’s consulting services.

Publications, Research and Policy

- Positions OLC on the national stage within the policy arena through an education and advocacy role.
- Envisions and deploys a comprehensive ‘Research Agenda’ meeting the needs of an evolving community of researchers and practitioners.
- Grows presence and stature of OLC’s journal of Online Learning.
- Oversees the strategic directions for OLC’s Research Center for Digital Learning and Leadership.
- Pursues an active OLC’s publications focus through OLC produced research/publications and in partnership/collaboration with others.

Product Development Leadership

- Designs, implements, and oversees knowledge management processes.
- Engages thought leadership agenda by delivering on-point scorecards, rubrics, infographics or other support resources.
- Understands online learning community professional development needs and directions.
- Utilizes outcomes from surveys, focus groups, advisory councils, and other methodologies to develop new products and services.
- Drives product strategy and management product roadmap; pursues development of new ‘products’ and services to enhance OLC’s mission and vision.
- Employs the project vetting process to evaluate both gravitas and revenue-generating activities, projects, and initiatives.
- Envisions and deploys a focused and sustainable content marketing strategy.
CORE COMPETENCIES/SKILLS/ABILITIES:

- **Drive:**
  - Accomplished and versatile professional with a relentless drive for achieving results with an ability to span boundaries - big ideas and even bigger challenges are seen as opportunities.
  - Motivated to meet and exceed fundraising goals and quotas.
  - Establish and maintain collaborative relationships with key stakeholders to meet business objectives.
  - Ability to manage and prioritize across multiple projects, strategic priorities, and issues and drive to informed answers and results in a focused and efficient manner; with an agility to make changes to plans as new information is learned and analyzed.
  - Ability to evaluate the attractiveness of new opportunities - has an entrepreneurial, creative, and resourceful mindset with appropriate fiscal foundations.

- **Initiative:**
  - Independent, highly organized, and detail-oriented self-starter who is also able to work in a team environment with effective cross-departmental team-building skills.
  - Strong problem-solving skills with the ability to identify the appropriate analytical processes for addressing particular issues, arrive at supportable recommendations, build consensus, and ensure successful implementation.
  - Measure self against a standard of excellence.
  - Undertake self-development activities and learn new skills, seek increased responsibilities and ask for and offer help when needed.
  - Demonstrate the ability to work independently and collaboratively with a variety of personalities and leadership styles.

- **Communication Skills:**
  - Natural leader with excellent verbal/communications skills and a thoughtful, persuasive personal style (e.g., diplomacy, negotiation, conflict resolution, group planning).
  - Success as a clear, persuasive public speaker with a reputation for producing written reports that are clearly written, data-focused and lead to responsible decision-making.
  - Understanding of and sensitivity to diversity issues related to effective communication and interaction with persons from diverse cultural backgrounds, age ranges, social backgrounds, experience levels and more.

- **Professionalism:**
  - Work well in a fast-paced environment; treat others with respect and consideration; accept responsibility for own actions.
- Understand business implications of decisions, align work with strategic goals, complete administrative tasks and develop strategies to achieve organizational goals.
- Ability to gain credibility and influence others at all levels within a higher education organization.
- Knowledge of procedures, operations, organizational structures and principles of higher education institutions.
- Strong proactive leadership and management skills with exceptional organizational development, change management, project management (development and execution), team building, and interpersonal communication skills.

**Flexibility:**
- Able to multitask in a changing work environment.
- Manage competing demands and unexpected events.
- Willing to change approach to best fit the situation; ability to adapt and handle ambiguity.
- Knowledge of management and supervisory principles and practices with an ability to supervise, train, motivate, and mentor staff in a high performing organization.

**Dependability:**
- Follows instructions, takes responsibility for own actions; keeps commitments.
- Knowledge and understanding of key performance indicators, metrics and data/predictive analytics to support planning, decision making, and continuous improvement efforts.
- Understand and use effective human resource, business process, and fiscal management skills.

**REPORTING:** Reports directly to the Chief Executive Officer (CEO) and Executive Director.

**DIRECT REPORTS INCLUDE:**
- Director for Community Engagement
- Director for Strategic Partnerships
- Director for the OLC Institute for Professional Development
- Senior Director of Research and Innovation

**WORKING CONDITIONS:** Home office environment.