



SEAMLESS TRANSFER PATHWAYS (STP) DESIGN COACH

OVERVIEW

The [Education Design Lab](#) is seeking a Design Coach for the Seamless Transfer Pathways (STP) Design Challenge. The Seamless Transfer Pathways Design Challenge is a structured, student-centered design-innovation process made possible by a generous grant from the Michael & Susan Dell Foundation. Institutions selected to participate in this intensive 12-month engagement will be led through a four-stage innovative process to design, implement, and scale "seamless transfer pathway" solutions to dramatically improve transfer and graduation rates for community college students aspiring to attain a four-year degree.

The STP Design Coach will work with one more Institutional Teams during the Design Challenge year (2017-2018) to design and implement a multi-faceted intervention for Seamless Transfer Pathways. Design Coaches will serve as a thought-partner, provocateur and motivator throughout the year. Design Coaches are required to attend the two convenings and all on-site visits in addition to participating in bi-weekly or monthly calls with the Design Team.

Significant travel may be required.

PRIMARY RESPONSIBILITIES

As a team coach, you will be an essential part of the university team throughout the Design Challenge Year. This includes:

- Serving as the primary liaison between the Lab, Institutional Design Team, subject matter experts (curated by the Lab for this Design Challenge).
- Develop and maintain strong relationships with the partnering institutions.
- Keeping university teams focused on the design activities and design goals throughout the challenge year (including during convenings and on-site visits); Support in managing design process.
- Conducts bi-weekly calls with institutional teams.
- Continually challenge the team members to push the envelope for student success; encourage and motivate team members throughout the engagement.

QUALIFICATIONS & EXPERIENCE

REQUIRED QUALIFICATIONS

- Significant experience in postsecondary education, student success, and innovation that will inspire confidence in our partners.
- Passion for and expertise in the innovation process, higher education innovation, higher education administration or learning technology.
- Good skills in client management and project management; previous experience working effectively and collaboratively in a consulting process.
- Demonstrated experience as a client-facing strategic advisor in business innovation or change-management contexts.
- Results-driven with experience driving operational excellence.
- Experience working in cross-functional teams and collaborating with multiple stakeholders to develop and implement systems and processes to increase the effectiveness and efficiency of a growing organization is essential.
- Effectively prioritize work and meet deadlines; organized; manage multiple assignments; follow assignments through to completion; respond quickly to requests for information and assistance.
- High organizational and analytical ability.



PREFERRED

- Working knowledge or experience with community colleges and/or higher education student success initiatives
- Design thinking: thought leadership in design as it pertains to innovation, through visual communication, design thinking, interaction design, and other related fields.

PERSONAL CHARACTERISTICS

We have identified the following as key competencies: teamwork, organizational awareness, influence, managing others, creativity, systems thinking, collaboration, adaptability, cross-functional expertise, and networking ability. In addition, Design Coaches should possess:

- Entrepreneurial energy, hands-on approach, and ambition necessary for transformation/innovation
- Personality should project enthusiasm, professionalism, and growth mindset.
- Ability to maintain a calm, professional demeanor in the face of competing demands and external pressures
- Should be highly adaptable and flexible, with the ability to thrive in an ambiguous environment.
- Acute attention to detail coupled with the ability to think and act strategically.
- Strong time management skills; ability to manage multiple tasks simultaneously and meet tight deadlines
- Demonstrated strong communication and interpersonal skills with various stakeholders including school administrators, faculty, staff, students, parents and community members.
- Must have a strong personal value system that encompasses high integrity, honesty, a solid work ethic, and high professional standards.

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APPLYING

Applications will be reviewed on a rolling basis. We are looking to hire immediately. This position can be based anywhere in the US or at our DC Office. Qualified applicants should send a cover letter and resume/CV to Ms. Binh Thuy Do, bdo@eddesignlab.org. Please use the subject line: STP Design Coach.

EQUAL OPPORTUNITY EMPLOYER

The Education Design Lab is an equal opportunity employer; applicants are considered for all roles without regard to race, color, religious creed, sex, national origin, citizenship status, age, physical or mental disability, sexual orientation, marital, parental, veteran or military status, unfavorable military discharge, or any other status protected by applicable federal, state or local law.