Manager, Design & Development

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Type: Full-Time
Salary: $85,100.00 - $140,500.00
Posted: 1 day ago
Category: Instructional Technology and Design
Military
Job Type: Full time

Job Number: JR-023788

Location: Salt Lake City Office
If you're passionate about building a better future for individuals, communities, and our country-and you're committed to working hard to play your part in building that future-consider WGU as the next step in your career.

Driven by a mission to expand access to higher education through online, competency-based degree programs, WGU is also committed to being a great place to work for a diverse workforce of student-focused professionals. The university has pioneered a new way to learn in the 21st century, one that has received praise from academic, industry, government, and media leaders. Whatever your role, working for WGU gives you a part to play in helping students graduate, creating a better tomorrow for themselves and their families.

The salary range for this position takes into account the wide range of factors that are considered in making compensation decisions including but not limited to skill sets; experience and training; licensure and certifications; and other business and organizational needs.

At WGU, it is not typical for an individual to be hired at or near the top of the range for their position, and compensation decisions are dependent on the facts and circumstances of each case. A reasonable estimate of the current range is:

Grade: Management_Executive 606 Pay Range: $85,100.00 - $140,500.00
Job Description

The Manager, Design & Development leads the design and/or development and production of competency-based learning and assessment experiences for academic and professional programs. This role leads a team of instructional designers, assessment developers, and Instructional technologists, ensuring the creation of high-quality, engaging learning content and validity, reliable assessments, which are true to the integrity of the targeted design. This

role works closely with its leader and other stakeholders to resource and deliver solutions, curriculum, and assessment solutions on time and within budget, while fostering continuous improvement to enhance student success. This position is responsible for ensuring that all learning products meet institutional standards of excellence, integrity, and innovation.

Location: This position will be located in our Salt Lake City, UT office.

Essential Functions and Responsibilities:

- Leads and supervises teams of instructional designers, assessment developers, and educational technologists, ensuring high performance, engagement, and accountability.
- Ensures overall design and development deliverables meet quality, consistency, and alignment expectations of curriculum and assessments with program goals, design specifications, and best practices.
- Uses data-driven insights to identify trends, challenges, and opportunities for improvement in curriculum and assessment content; develops actionable strategies to address them.
- Models and mentors best practices in leveraging AI in curriculum and assessment design, fostering innovation and continuous improvement within the team.
- Manages the design and development process for assigned projects, ensuring adherence to timelines, budgets, and quality standards.
- Leads assessment design efforts, ensuring validity, relevance, technical accuracy, and alignment with program competencies and learning objectives.
- Plans staff assignments and determines best approaches/methods for completing assigned projects.
- Collaborates with internal and external stakeholders, maintaining alignment through the design, development, delivery, and maintenance phases of projects.
- Analyzes stakeholder feedback and implements necessary improvements or changes to curriculum and assessments.
- Coordinates the delivery of course designs, scope specifications, and other design and development deliverables to development vendors or partners.
- Builds and maintains cross-functional partnerships to support the development and maintenance of high-quality learning experiences.
- Provides direct reports with measurable feedback, coaching, and professional development opportunities to enhance performance and growth.

- Manages risks and removes barriers to keep projects on track and aligned with institutional goals.
- Collaborates with stakeholders to establish detailed project timelines and milestones, ensuring proactive communication and on-time delivery.
- Participates in the development of innovative and engaging instructional strategies and assessment methods.
- Performs other related duties as assigned.

Qualifications

Knowledge, Skills, and Abilities

- Proven ability to lead, organize, and manage teams and their activities to achieve high-quality outcomes.
- Strong coaching and talent development skills, with experience managing direct reports.
- Experience delivering high-quality educational products in a fast-paced, dynamic environment.
- Ability to build relationships, collaborate effectively, and influence at all levels within a matrixed organization.
- Strong project management and organizational skills, with the ability to handle multiple tasks and maintain attention to detail.
- Analytical mindset with experience using data to identify trends, drive decisions, and implement process improvements.
- Sound judgment, problem-solving, and decision-making skills in fast-paced and dynamic environments.
- Ability to foster innovation, continuous improvement, and best practices in curriculum and assessment design.
- Experienced using AI in product design and development.
- Excellent communication skills, with the ability to tailor messaging to various audiences and provide constructive feedback.
- Adaptability and resilience, with the ability to manage ambiguity and lead teams through change.

- Strong understanding of instructional design, curriculum development, adult learning theory, and assessment best practices.
- Commitment to creating inclusive, engaging, and learner-centered educational experiences.
- Proficiency with digital tools, learning management systems, and production workflows in online learning environments.

Education

Bachelor's degree in Instructional Design, Education, Curriculum Development, Educational Technology, or a related field.

Experience

- 5 years of relevant experience, including supervisory or team leadership experience.
- Broad management knowledge and understanding of instructional design and/or assessment development, with awareness of its impact on broader institutional goals.

Preferred Qualifications

- Master's degree in Instructional Design, Curriculum and Instruction, Educational Technology, Learning Sciences, or a related field.
- Experience creating innovative, mobile-first, social-by-design, gamified, or non-linear learning experiences at scale.
- Experience with UI/UX design principles, using AI in product design and development.
- Demonstrated experience with process development, implementation, and continuous improvement initiatives.
- Strong understanding of the higher education landscape and competency-based education models.
- Success in change management, particularly in stabilizing and structuring diffuse or ambiguous projects or processes.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

This job description includes a general representation of job requirements rather than a comprehensive inventory of all required responsibilities or work activities. The contents of this document or related job requirements may change at any time with or without notice.

Position & Application Details

Full-Time Regular Positions (classified as regular and working 40 standard weekly hours): This is a full-time, regular position (classified for 40 standard weekly hours) that is eligible for bonuses; medical, dental, vision, telehealth and mental healthcare; health savings account and flexible spending account; basic and voluntary life insurance; disability coverage; accident, critical illness and hospital indemnity supplemental coverages; legal and identity theft coverage; retirement savings plan; wellbeing program; discounted WGU tuition; and flexible paid time off for rest and relaxation with no need for accrual, flexible paid sick time with no need for accrual, 11 paid holidays, and other paid leaves, including up to 12 weeks of parental leave.
How to Apply: If interested, an application will need to be submitted online. Internal WGU employees will need to apply through the internal job board in Workday.

Additional Information

Disclaimer: The job posting highlights the most critical responsibilities and requirements of the job. It's not all-inclusive.

Accommodations: Applicants with disabilities who require assistance or accommodation during the application or interview process should contact our Talent Acquisition team at recruiting@wgu.edu.

Equal Employment Opportunity: All qualified applicants will receive consideration for employment without regard to any protected characteristic as required by law.
As an equal opportunity employer, WGU recognizes that our strength lies in our people. We are committed to diversity.