
Job Title	Deputy Director of Learning and Development
PVN ID	PS-2505-006833
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	Innovative Learning Solutions (ILS)
Status	Full Time
Annual Salary	\$95,000.00 - \$114,000.00
Hour(s) a Week	35
Closing Date	Jul 06, 2025 (Or Until Filled)

General Description

As New York's leader in online education since 2006, the CUNY School of Professional Studies (CUNY SPS) offers the most online bachelor's and master's degree options at the City University of New York, and serves as the University's only undergraduate all-transfer college. With 24 degrees and numerous other non-degree and grant-funded workplace learning programs, CUNY SPS meets the needs of adults who wish to finish a bachelor's degree, progress from an associate's degree, earn a master's degree or certificate in a specialized field, and advance in the workplace or change careers. Consistently ranked highly by U.S. News & World Report for its quality online offerings, and noted for its soaring growth and enrollment, CUNY SPS has emerged as a nationwide leader in online education. The school's renowned and affordable online programs—which offer in-state tuition to all students regardless of where they live—ensure that busy working adults may fulfill their educational goals on their own time and schedule.

Within and created at the same time as CUNY SPS, the Office of Innovative Learning Solutions designs custom workplace learning programs to help organizations achieve their goals. We are experts in research-based learning practices, online as well as in-classroom curriculum development and implementation. We are uniquely positioned to respond to organizational learning needs and support change management initiatives swiftly and effectively.

CUNY SPS partners with the Department of Social Services' (DSS) Office of Policy, Procedures & Training (OPPT) to support the Department of Homeless Services (DHS) and DSS as needed, by creating and managing a comprehensive learning program to support internal and provider staff as they work to address, reduce, and ultimately prevent homelessness in New York City. Specifically, the program will (1) write procedures to support shelter operations, and (2) create learning resources to train internal and provider staff on operational processes and city-mandated topics.

Other Duties

The Deputy Director of Learning and Development is responsible for implementing training and development strategies that enhance business performance, drive learner engagement, and support professional growth. This role is pivotal in cultivating a culture of servant leadership, strengthening partnerships with clients and stakeholders, and ensuring employees are equipped with the skills needed to meet both current and future business demands. The ideal candidate will excel at consulting with stakeholders, designing impactful learning initiatives, facilitating development programs, and coaching leaders.

Reporting to the Program Director, the Deputy Director of Learning and Development will:

Curriculum Development and Training:

- Provide leadership and mentorship to a team of learning and development professionals, fostering growth through ongoing support and development opportunities.
- Partner with stakeholders to assess future learning needs and strategically plan development initiatives.
- Identify, evaluate, and pilot innovative training solutions and knowledge management tools to enhance learner engagement, improve performance, and streamline development timelines.
- Oversee course maintenance processes and timelines to ensure high-quality content and alignment with evolving stakeholder training requirements.
- Collaborate closely with team members to monitor project progress, address potential risks, and allocate resources effectively.

Quality Assurance and Evaluation:

- Establish clear quality standards and performance benchmarks for curriculum developers and trainers to ensure consistency and excellence.
- Design and implement a robust quality assurance framework encompassing content evaluation, pilot testing, and feedback collection.
- Ensure ADA compliance and best practices.
- Partner with the Deputy Director of Program Management to align evaluation methodologies and streamline data collection processes.

Other Responsibilities:

- Collaborate with colleagues across CUNY SPS on cross-functional initiatives and special projects as needed.
- Perform additional responsibilities as assigned to support departmental goals and priorities.

Other duties as assigned.

Qualifications

- Bachelor's degree required/master's degree preferred
- Minimum (5) years of full-time work experience leading a learning and development team
- Demonstrated success in building strong relationships with senior stakeholders to collaborate effectively
- Proven ability to assess and prioritize organizational learning needs
- In-depth knowledge of adult learning and behavior theories, principles, and best practices
- Excellent verbal and written communication skills in English

- Strong consulting and government acumen, with exceptional attention to detail
- Skilled in analytical thinking, problem-solving, and critical decision-making
- Experience in developing strategic plans, performance metrics, and process improvements informed by stakeholder feedback and insights
- Worksite location: 4 World Trade Center/35th floor, New York, NY

Additional Notes

Candidates should be prepared to participate in the following as part of the interview process:

- Submit an elearning or in-person curriculum and writing sample.
- Demonstrate facilitation skills.
- Participate in a phone screen, two virtual panel interviews, and follow-up calls as needed.