

Associate Director, Network Support Operations

Start Date: April/May preferred (Flexible)
Team: Team Operations
Location: Connecticut, New York, Rhode Island

About Achievement First:

Achievement First, a non-profit 501(c)3 charter school management organization, operates 34 public charter schools in Brooklyn, Connecticut and Rhode Island. The mission of Achievement First is to close the achievement gap and deliver on the promise of equal educational opportunity for all children, regardless of race or economic status. Achievement First currently educates more than 14,000 students in historically underserved neighborhoods, with over 90% of our students identifying as Black and Latino. With its college-preparatory focus, the Achievement First approach is attaining breakthrough academic gains throughout the network. Beyond our students and schools, Achievement First is an engaged and prominent partner in the larger conversation about how to improve public education and student achievement in our country.

Achievement First's approach to teaching and learning enables every student to succeed at the highest levels. This involves:

- Recruiting and developing successful teachers and school leaders and empowering them to use student data to strategically drive instruction;
- Creating a joyful school culture where it is "cool to be smart" that emphasizes character education and focuses students on college;
- Providing students with more time on task and intense intervention when they are struggling so that no child falls through the cracks.

For more information about Achievement First's mission, approach, schools and team, please visit our website at www.achievementfirst.org.

About the role

Achievement First is currently seeking an Associate Director of Network Support Operations to play a critical role in helping Team Operations and all operations-oriented teams at Network Support (i.e. central office) scale with excellence. He/she will provide cross-geography project support to the Network Support operations team with a particular focus on the team's most mission-critical initiatives. The right candidate will be an excellent project manager who is able to see projects through from start to finish. The position will require substantial cross-functional work with several Network Support teams (e.g., finance, HR, IT, facilities, etc.) in addition to all school-based Operations teams; a collaborative spirit and interdisciplinary thinking is a must. The Associate Director will report to the Director, Network Support Operations.

Responsibilities of the Associate Director, Network Support Operations, will include, but are not limited to:

Operational Excellence: Ensure all schools have Best-In-Class, standardized resources to support our collective drive towards excellence and meet, or exceed, annual operational outcomes. This work includes:

- Deep Dives: Complete preliminary assessments for system/procedure deep dives across all schools to ensure operational excellence. Analyze assessment results to determine trends, identify teams requiring additional training, and resources requiring revision. Develop and execute on trainings for teams with low assessment scores to support them in reaching the annual operational goals.
- Operational Playbooks: Support the development and maintenance of operational playbooks and resources for core areas of school operations. Actively solicit and implement feedback from school teams and Operations leaders.

- Excellent Execution: Maintain a year-long arc, compartmentalized by month, of core operational focus areas and action items.

Knowledge Management: Strengthen our knowledge management practices to ensure that our school-based personnel can easily find the key information they need, that our best operational practices are effectively disseminated, and that we reduce the need to “reinvent the wheel” for practices and systems that already exist in the network. Goals include:

- Establish and roll out a clear plan for a revised knowledge management structure, including defining an organization structure for our shared server, migration of content, and ongoing management.
- Develop a community of collaboration and sharing through the creation and deployment of training for network and school-based Operations teams.
- Identify gaps in content; partner with network and school teams to source content, and develop original content and guidance based upon best practices.

Operations Support: Support operations leaders across geographies, systems, and teams. This includes:

- Communications and accountability:
 - Manage a weekly communication blast to streamline and improve communications from network teams to school-based Operations teams.
 - Manage a network-wide deadline tracker to ensure operations teams execute on actions required by other network teams.
 - Manage central Team Ops and School Leader Calendars
- State-specific compliance:
 - Connecticut: Liaising between the school-based nurse and selected medical doctor.
 - Connecticut: Establishing and deploying a plan for adherence to physical education requirements.
 - New York: Leading the verification process for per pupil invoices to the host district to ensure 100% of available revenue is secured.
 - All regions: Owning the execution of all meal service reporting.
 - All regions: Coordinating with Network Support teams, including Team Legal and Compliance, to ensure all schools easily meet compliance expectations, manual effort and time required is reduced, and annual audits are clean via effective project planning and management.
- Consult with Network Support Operations and other teams on projects as determined by the Director of Network Support Operations and VP of Operations.

Skills and Characteristics

- Unwavering commitment to Achievement First’s mission
- Highly motivated; Desire and ability to succeed in a fast-paced, detail-oriented, and results-driven environment
- Maturity, humility, strong work ethic, sense of humor, ability to multi-task, and a determination to do whatever it takes
- Excellent communication (written and oral) and a track record of working collaboratively with others
- Proven ability to manage up and across to outcomes
- Highly reliable personal organization system
- Refined project planning and management skills, with the capability of seeing projects through from beginning to end
- Ability to proceed in the absence of clear and immediate answers to problems; flexible enough to work autonomously as well as take direction as needed
- Critical eye towards details, with a superior ability to sweat the small stuff in planning and execution
- Highly proficient in MS Word, and MS PowerPoint; proficient in MS Excel

Educational Background and Work Experience

- Bachelor's degree required
- At least 3 years of work experience with a strong track record of achieving performance goals and executing against a high bar
- Experience in a school-based operational and/or multi-site operational role preferred, but not required

Candidates proficient in Spanish and/or skilled in MS SharePoint are encouraged to apply.

Position will require occasional travel.

Compensation

Salary for this position is competitive and commensurate with experience. Additionally, Achievement First offers a comprehensive benefits package.

To Apply

Please send a resume and thoughtful cover letter, outlining how your skills and experience meet the qualifications of the position and why you are interested in the role, to KaleighOleynik@achievementfirst.org.

Please visit the Achievement First careers site at <http://www.achievementfirst.org/careers/>.

Achievement First is an equal opportunity employer and an organization that values diversity. People from all diverse backgrounds are strongly encouraged to apply. You can learn more about diversity at Achievement First here: <http://www.achievementfirst.org/about-us/diversity/>