

Director, Operational Learning & Development

Start Date: July 2019
Team: Team Operations
Location: Brooklyn, NY or New Haven, CT

About Achievement First:

Achievement First, a non-profit 501(c)3 charter school management organization, operates 36 public charter schools in Brooklyn, Connecticut, and Rhode Island. The mission of Achievement First is to deliver on the promise of equal educational opportunity for all of America's children. We know that every child—regardless of race, zip code, or economic status—deserves access to great schools. Achievement First currently educates more than 13,300 students in historically underserved neighborhoods, with over 90% of our students identifying as Black or Latinx. For more information about the Achievement First mission, model, our schools and team, please visit our website at www.achievementfirst.org.

Summary

The Director of Operational Learning & Development will be charged with leading our efforts to define operational excellence and to manage the professional development of our operational team members toward that vision. As the owner of developing our operational team members, the Director of Operational Learning & Development will also help to craft the vision and manage the execution of operational development practices across the AF operations community. The Director of Operational Learning & Development will report directly to the VP of School Operations and will work closely with Regional Directors of Operations, Directors of School Operations, and his/her counterparts on Team Leadership Development.

Responsibilities of the Director, Operational Learning & Development Will Include but Are Not Limited to:

- Design our overall Operational Learning and Development Strategy
 - Create a cohesive, long-term strategy for learning and development across the operations community
 - Annually define our highest priority learning needs that will drive our development efforts
 - Align senior operations leaders across AF to a common vision for learning and development priorities
 - Create methods for assessing progress on our learning and development efforts

- Design and Manage the following Professional Learning Cohorts (Directors of School Operations, Directors of School Operations-in-Residence, Student Services Managers and Office Coordinators)
 - Design and manage our Director of School Operations (DSO), Directors of School Operations-in-Residence (DIR), Student Services Managers (SSMs) and Office Coordinator (OC) cohorts
 - Facilitate high-quality professional development, intervisitations, webinars and other avenues of learning that lead to improved practices
 - Coach meeting facilitators to plan and deliver quality workshops
 - Work closely with Regional Directors of Operations (RDOs) to ensure strong communication and align workshop training to RDO and DSO coaching at the campus level
 - Assess the effectiveness of our support and adapt the design plan accordingly
- Manage AF's Director-in-Residence (DIR) program
 - Manage an intensive 6-month experiential learning program designed to provide incoming DSOs a robust onboarding experience so that they are better equipped to successfully serve as the operational leader of a high-performing school from day one
- Manage the Performance Evaluation, Feedback and Goal Setting Process for the Operations Community
 - Align our evaluation for all operations team members to our vision of excellence for all AF leaders
 - Oversee a process to ensure all operations team members receive robust 360 degree performance feedback from a variety of colleagues
 - Manage the goal setting process and annual reflection cycle for all operations team members
 - Analyze performance evaluation data on the effectiveness of all DSOs and DIRs to inform development and selection of future leaders
- Strengthen Retention of Talented DSOs and Other High Performing Operations Team Members
 - Analyze the current challenges and work closely with RDOs to create a long-term retention strategy for our highest performing operations team members
 - Create an organizational culture of engagement and connectedness through strong cohorts and network-wide events
 - Manage key talent practices throughout the year to ensure all DSOs and Regional Directors of Operations prioritize the retention of their talented people
 - Analyze yearly retention and exit interview data to propose improved school and talent practices
- Develop a Robust Leadership Pipeline to Ensure Network Growth and Excellence
 - Build the candidate pool of qualified internal leaders at every level (OCs, SSMs, DSOs and RDOs)
 - Streamline systems for identifying high-potential future leaders and ensuring strong career communication with those leaders
 - Manage strong succession planning and long-term projections of operational leader vacancy needs
 - Oversee the tracking and data analysis of our operational leadership pipeline
 - Partner closely with RDOs and DSOs to cultivate, engage and inspire future operational leaders
 - Ensure internal DSO and Director-in-Residence (DIR) selection is effective and transparent
- Oversee the Onboarding Process for New Operations Team Members
- Build out and annually refresh AF's operational onboarding toolkits, resources and materials
- Support operations hiring managers (DSOs and RDOs) in onboarding new team members

Skills and Characteristics

- Experience developing and implementing high-quality professional development and coaching for adults
- Ability to regularly deliver content in-person as well as virtually (e.g. webinar)
- Track record of developing & managing talented staff and talent pipelines across lines of diversity
- Strong project management and personal organization skills

- Flexible with a high tolerance for ambiguity; able to work autonomously and take direction as needed
- Ability to inspire and influence others; strong relationship-builder
- Belief in the Achievement First mission and educational model
- Maturity, humility, strong work ethic, sense of humor and roll-up-my-sleeves attitude

Educational Background and Work Experience

- Bachelor's degree
- At least four years of experience as a leader or manager at a highly successful organization with a strong track record of achieving performance goals

Some weekend/evening work will be required; as will regular travel between New Haven, CT and Brooklyn, NY

Compensation

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

To Apply

Send resume and cover letter to:

Alexis Cox
Associate Director, Team Operations
AlexisCox@achievementfirst.org

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