

Associate Director, Employee Relations, Team Talent Operations

Start Date: Immediate
Team: Team Talent Operations
Location: Brooklyn, NY or New Haven, CT or Providence, RI

About Achievement First:

Achievement First, a non-profit 501(c)3 charter school management organization, operates 37 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 14,000 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:

Achievement First exists to close the achievement gap and address inequity facing the communities that we are honored to serve. We have a two-pronged approach: people and program. In terms of program, we know that our curriculum, assessments, and school design are key to our success. But they are not enough – and they will not have impact without the right highly talented teams in place to execute, innovate, and make our network a place of excellence. Therefore, our ability to attract and keep the right (extremely talented) people is equally mission critical. While our school leaders work to create school environments that allow our teachers and deans to meet their full potential, we must also build network-wide structures, policy, strategy, and ethos that drives culture across AF.

Achievement First's Talent Operations team ensures strong talent practices are effectively and consistently implemented across the AF network as the organization adapts to scale. The team also seeks to create a world-class employee experience such that all employees feel valued and want to stay at AF to relentlessly support student success. The team accomplishes this by:

- Overseeing comprehensive performance evaluation systems
- Offering competitive total rewards package
- Fueling people leadership practices with strong talent data, clear guidance, and efficient processes
- Creating avenues for employee input and feedback through various talent management surveys

About the Role

At Achievement First, we believe that having great people on our team is the key to our ability to close the achievement gap for our scholars. Too often, organizations hurt themselves through poorly conceived and executed talent management policies, and end up de-motivating the very staff members

they are designed to support. AF believes that compassionate, consistent and fairly implemented talent practices is critical to our success at building a network of high performing schools that can close the achievement gap at scale. Reporting to the Director, Employee Relations & HR Policy, the Associate Director of Employee Relations will play a critical role in helping to promote our positive workplace.

Responsibilities

- Coordinate and consult on employee relations programs and functions for all Achievement First schools and Network Support teams.
- Provide advice and guidance based on an in-depth knowledge of employment laws to principals, regional superintendents, regional directors of operations, director of school operations, Network Support managers, on a variety of talent management issues including performance management, investigation best practices, maternity and disability leave, termination, harassment, discrimination and retaliation to ensure consistent application of internal AF policies and applicable laws.
- Conduct effective, thorough, and objective investigations in response to employee relations questions, employee complaints, or alleged contract violations; meet and confer with school leaders and Network Support leaders to resolve problems and conflicts and to respond to allegations.
- Participate in school-based personnel committees, give guidance on how to lead effective investigations, and assist in writing and editing written responses, disciplinary actions and separation documents.
- Advise school leaders in conflict resolution, mediation facilitation, problem solving and negotiation with/between supervisors and employees.
- Builds capacity of director of school operations, regional director of operations, and Network Support managers to effectively handle ER issues by assisting in delivering employee relations trainings and assisting in developing user-friendly tools for the HR intranet site.
- Recommend changes to management policies and practices to effectively manage risk to the network.
- Keep abreast of and share key trends and practices in employee relations and employment law.
- Assist in tracking internal metrics and measures to assess effectiveness of overall employee relations strategies.
- Manage data reporting under the Employee Relations content area.
- Manage requests regarding unemployment insurance, workers compensation, and FMLA administration as needed.
- Assist on other workstreams related to job description creation, non-renewal decisions, and offboarding processes.
- Participate in special assignments and committees that require subject matter expertise.
- Support Director of Employee Relations & HR Policy, Vice President of Talent Operations and other members of Team Talent Operations on additional projects as requested.

Skills and Characteristics

- Excellent interpersonal skills with demonstrated social intelligence, tact, empathy, respect, and patience
- Ability to resolve conflicts and diffuse employee relations related concerns, issues, and situations

- Ability to multitask, exceptional detail and follow up skills, and is organized
- Ability to quickly evaluate alternative solutions/options and decide on a plan of action
- Ability to leverage data to formulate strategy and drive results
- Confident in interacting with and influencing individuals at all levels within the organizations
- Experience leading trainings and conducting investigations
- Ability to thrive in a fast-paced, entrepreneurial environment; flexible, able to work autonomously as well as take direction as needed
- Belief in the Achievement First mission and educational model
- Maturity, humility, strong work ethic, sense of humor, and “roll-up-my-sleeves” attitude
- Excellent verbal and written communication skills with a proactive communication style

Educational Background and Work Experience

- 3-5 years of experience and/or training in employee relations or general human resources experience or related experience desired
- B.A. required. MS or MBA in any of a broad number of fields is a plus, HR certification is a plus (SPHR, SHRM-SCP, PHR, SHRM-CP)
- Knowledge of applicable law (state/federal), regulations, rules, procedures, HR best practice and administration (required)
- Experience working with HRIS systems, ADP WFN a plus
- Occasional weekend or evening work and willingness to travel to our schools and offices throughout Connecticut, Rhode Island, and New York as needed is required

Compensation

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

To Apply, click [here](#).

To Learn More About AF, please visit the Achievement First careers site at 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: www.achievementfirst.org/about-us/diversity/.