

Director of Operations - ACE Academy & Pathway

Position Overview: Partner with Tenacity's Pathway leadership team to drive the strategy, planning and execution for our comprehensive school year ACE Academy and Pathway to Post Secondary Success, serving Boston elementary, middle, high school, and college students (including literacy, life skills, family engagement, academic support, mentoring & fitness/ tennis). Responsible for establishing, setting and enforcing program standards, proactively identify issues and challenges and provide solutions by applying project management skills.

Responsibilities:

Management, Leadership & Delivery

- Provides daily **hands on** support and management and conducts regular site visits across the city
- Works with Pathway Leadership Team to help drive program strategy, set program goals and evaluate program impact
- Assist in the Performance Review and Goal Setting of all Pathway staff
- Active utilization of project management & process development principles with entire Pathway team
- Mobilizing the Pathway staff to become more process oriented; driving a team towards new and higher standards
- Serve as a critical member of the Senior Leadership Team and attend Board meetings as required

Data Analysis and Reporting

- Manages data reporting platform and oversees system of "site reporting" and data management monthly, semi-annually and annual program reports.
- Create/maintain calendar and/or system for site observations, performance feedback and quarterly "rubric" reviews
- Work with Operations to identify student and other related data to be collected and help drive analysis and continuous improvement of output
- Oversee system of "site reporting" and data management monthly, semiannually, and annual program reports
- Assist in the oversight of the database vendor

Program Systems and Processes

- Assist in organizing, coordinating, and supporting family engagement meetings
- Manages and streamline logistics for field trips and school based events including Mid and End of Year celebrations for all sites
- Along with the Sr. Director of Operations, ensure Pathway program staff have the tools and facilities available to implement effective programming
- Works with Pathway leadership team to coordinate Family engagement, life skills, racquet & literacy
- Manage Pathway timeline processes &
- Manage Pathway calendar of important dates
- Develop processes for student recruitment, hiring, onboarding, retention, timelines, and relationships in collaboration with Leadership team
- Develop and maintain organizational and filing structure for all documentation

Professional Development / Employee Experience

- Organize the logistics for comprehensive professional development for pathway staff that addresses key program and work skills. Tracks training completion, certifications, etc.
- Supports HR with onboarding for all Pathway staff

Relationship Management

- Maintain, build, and deepen the relationships with the Boston Public School's central staff
- Assists Manager of Literacy and Ace Academy Program Performance in negotiating annual contracts and leading efforts with partner schools
- Leads conversations and negotiations with the central office

- Works with City representatives and other community partners to identify and secure program locations including classrooms and courts and other facility needs

Hiring and Recruiting

- Supports The Marketing Director in a plan of continuous recruitment/networking; reviewing current processes and making recommendations to attract a broad candidate pool; and collaboration with the Operations Department to ensure that systems and processes are in place to recruit a diverse pool of candidates
- Liaise with the HR department to interview and hire full and part time school year program staff and volunteers
- Partnering with Manager of Literacy and Ace Academy Program Performance in student and family recruitment and enrollment, develop plan and manage process

Marketing & Brand

- Ensures “Brand Presence” at site locations and works with the Marketing Director to ensure program sites are well equipped with a variety of impactful marketing materials
- Tenacity signage placed in all schools in a prominent location and ensure branded clothing is worn regularly by students, staff, site staff is equipped with 30 second elevator speech and materials
- Liaise with Marketing Director

Experience:

- Minimum 6-8+ years of experience supporting programs for urban, under-resourced youth or other mission based organizations
- Seasoned professional with demonstrated excellent project management skills working with and mobilizing large groups of people in remote locations toward desired standards and results
- Development and implementation of standards and processes
- Realize and achieve program standards across ACE sites and the Pathway
- Mentoring staff a plus
- Experience using and developing data and metrics to improve desired student engagement outcomes
- Track record of nurturing and growing successful partner relationships with public and other community agencies

Required Skills and Competencies:

- A proven team- and mission-motivated leader
- Passion for excellence
- Self motivated to achieve excellence in a team environment
- Strong organizational skills
- Process & project management
- Effective presentation skills
- Excellent verbal, written and interpersonal communications skills
- Strong analytical skills
- Ability to speak Spanish preferred
- Proficient in Microsoft Office Suite, including Word, Excel, PowerPoint and database platforms
- Exceptional attention to detail including matrixes, student data outcomes and data reporting
- Impeccable integrity
- Entrepreneurial spirit
- Goal-oriented
- Adaptable to challenging goals
- Prior work with Boston Public Schools or other large community agencies preferred
- Valid driver's license and access to a reliable vehicle required

Salary Range: \$75,000-\$80,000