



Job Announcement Full-Time

Network Operations Manager at Achieve Escambia

Achieve Escambia Overview

Founded in 2016, Achieve Escambia represents a cradle to career collective impact partnership of more than 150 individuals who are working collaboratively in teams to create lasting educational change. The partnership is driven by four big goals: Every child is ready for kindergarten, every student succeeds academically, every student graduates high school and everyone completes some form of postsecondary education or training in order to enter and advance in a meaningful career.

Network Operations Manager

The Network Operations Manager is a member of the Achieve Escambia backbone staff and will work with cross-sector partners to enable exceptional results across multiple project teams. The Manager will serve as a hands-on, results driven leader as well as a facilitator of community-selected initiatives. The Manager is responsible for meeting Achieve Escambia's system improvement goals and working with staff and partner organizations to leverage continuous improvement tools which support a systems change model. The Manager will be responsible for helping teams develop and test action plans aligned to outcomes on our shared roadmap.

The Manager will directly support the volunteers who belong to the partnership, including members of our Collective Action Networks, task forces and work groups. The Manager will coach partners as they engage in strategic efforts to measure progress, align community action and rally resources to drive the work forward. The Manager will work with teams to address the greatest gaps and opportunities and provide project management support, helping to shape strategy, implement action plans and continuously improve.

Key Responsibilities

- Lead the daily operations of Achieve Escambia's cross-sector Collective Action Network teams and work groups, including management of AmeriCorps VISTAs, interns, fellows and volunteers.
- Enable effective community action through continuous improvement processes and tools.
- Lead Achieve Escambia's systems change model, enabling progress within targeted community-level outcomes in kindergarten readiness and career readiness.
- Build, manage and maintain key community relationships connected to Action Network stakeholders.
- Set Key Performance Indicators and lead teams to meet on-time goals established by the Achieve Escambia Leadership Council.
- Document continuous improvement processes, facilitations, presentations and procedures for the Achieve Escambia Action Network teams to provide a standardized approach and communication methodology for key stakeholders.
- Understand and ensure privacy laws and standards are upheld.
- Identify and prepare project status updates of high-level key performance indicators for Achieve Escambia, including charts, graphs and narratives. This could include public presentations and communications, group seminars and education forums.



- Monitor progress and quality of projects ensuring appropriate level of project methodology and rigor is being applied.
- Manage and coordinate continuous improvement related consultant/vendor/in-kind volunteer work.
- Facilitate and coordinate activities with project participants to share and implement lessons learned, standardize approaches and tools.
- Work closely with the Director in developing and executing the overall Achieve Escambia outcome team communication strategy.
- Train and educate Achieve Escambia partners on continuous improvement process as needed.

Qualifications

- Deep understanding of continuous improvement strategies and techniques.
- Expertise in problem-solving utilizing a formal program/process.
- Strong team player with the ability to successfully drive project team results.
- Strong interpersonal skills and ability to manage conflict, mediate, build trust, and maintain effective working relationships with community partners.
- Ability to create and maintain highly collaborative work environments.
- Strong ability to organize, facilitate, and multi-task.
- Strong community, cultural and social awareness.
- Ability to effectively manage stakeholders from a wide variety of perspectives, backgrounds, and motivations.
- Ability to continually identify, analyze, prioritize, manage and mitigate project risk.
- Excellent communicator, including solid written, verbal and presentation skills.
- Ability to manage multiple priorities and complex tasks and objectives under deadline.
- Ability to work effectively with project managers in volunteer roles.

Educational and Experience Requirements

- Bachelor's degree
- Continuous improvement training and certification is preferred
- Experience in project management and improvement science and certifications is *strongly preferred*
- Minimum three years' experience executing projects
- Experience working in complex project environments
- Experience working in community and social sector settings
- High-quality presentation, communication and visualization skills

Job-specific Competencies

- Strategic Thinking
- Leading without Authority
- Interpersonal Skills
- Collaborative Thinker
- Organizational Skills

Relationship: Reports to the Director