The Kennedy Forum

Title: Senior Director of Operations

About the Role
TKF is hiring a Senior Director of Operations to serve as an integral member of our leadership team who will be focused on building a solid infrastructure to ensure TKF remains a thriving, sustainable organization advancing its vision, values, and strategic priorities for the long-term.

The Senior Director of Operations will report to the Chief of Staff & Partnerships and lead the assessment and strengthening of our systems, policies, and practices; financial and operational management; and ensure a healthy, equitable, and effective digital workplace to support a diverse, dedicated, and fully remote team. The person in this role can expect to lead in the following areas:

Systems
- Organize and conduct a thorough assessment and evaluation of TKF’s financial, human resources (HR), technology (IT), and other operational systems and practices in these areas to explore opportunities for organizational strengthening to best support our current and future needs.
- Adapt, streamline, shift or build systems, practices, policies to ensure that they reflect TKF’s current and values and growing needs.
- Oversee and lead ongoing financial, HR, IT, and operational activities. Proactively plan for, manage, and be responsive to the needs of the TKF team and partners.

Financial
- In collaboration with TKF’s CEO and other leadership, lead the development and management of the annual budget; review financial statements; and coordinate quarterly financial review meetings.
- Manage relationships with external financial and operations consultants and professionals, including TKF’s accountant, auditor, and financial institutions.
- Ensure healthy financial controls.
- Oversee TKF programming and operational expenses and monitor income sources (e.g., grants, sponsorships, and membership fees); process grants in collaboration with TKF’s Senior Director of Development; and ensure excellent relations with all vendors and partners, including processing timely payments.
- Support tracking and management of event, grant, and program budgets.
Human Resources & People

- Serve as TKF’s liaison to benefit brokers and as the primary point person for employee benefit matters. Coordinate annual review and renewal of health, dental and life insurance and other benefits, ensuring benefits and benefit policies support and maintain a healthy, sustainable, and equitable place to work.
- Ensure performance review process and professional development practices are executed.
- Manage the development and adherence, assessment, and updates to TKF’s new employee handbook and HR policies, serving as the primary point person to support staff member questions, suggestions and/or related needs.
- Manage efficient, equitable, and supportive administrative onboarding of new staff members, including connecting new employees to FRE’s internal systems and communications platforms, in collaboration with the Executive Director.

Technology

- Lead ongoing assessment of the technology needs of a fully remote, digital workplace to consider new opportunities to connect and facilitate communication across the team.
- Oversee team use of project and files management, calendaring, and communications applications, including Egnyte, ZoHo CRM, Outlook, Google applications, Slack, SurveyMonkey, and others.
- Ensure customer relationship system functions easily for all teams needs.

Qualifications

While any candidate is expected to have a learning curve stepping into this role, the ideal candidate will have many of the following abilities, attributes, and experiences:

- A commitment to TKF’s mission to Ensure a Future Where Mental Illnesses and Substance Use Can be Prevented & Treated Effectively and Equitably for All and vision of Mental Health as Essential Health.
- Six or more years’ experience in nonprofit HR, finance and operations
- Are solutions-oriented with a proven track record of identifying gaps and opportunities to recommend impactful improvements.
- Demonstrated systems and organizational thinking, with experience assessing and continuously improving systems, practices, and policies in values-aligned ways, including recognizing and responding to diverse needs on a team, supporting collaboration and communication, and encouraging an equitable, inclusive, and welcoming team culture.
- Experience supporting a remote, digital team.
- Show a deep commitment to diversity, equity, inclusion, and anti-racism with a strong fundamental understanding of the structural and social inequities in MH/SUD at a systemic level.
- Have excellent written and verbal communication skills; demonstrated ability to convey complex issues in clear and simple terms.
• Experience identifying and managing consultants and contracts.
• Excellent organizational and project management skills with the demonstrated ability to manage and balance a wide range of projects, timelines, and responsibilities simultaneously. High level of detail orientation.
• Comfortable working independently and collaborating extensively within the context of a small, dynamic team. A thoughtful and caring relationship builder.
• Flexible and adaptable, with the ability to work within ambiguity and changing conditions and priorities.

Perks
Employee Value Proposition - An opportunity to participate in a high growth, values driven, and superior performance culture of impactful knowledge workers dedicated to contributing to the greater good. This involves and includes stretch assignments, the ability to work within a collaborative and inclusive environment, and the acceptance of personal responsibility for the achievement of the agreed to results and outcomes of his/her/they work efforts. In short, this is a preparatory opportunity for future personal and professional advancement.

Flexible working conditions; while TKF is virtual.

Benefits include medical, dental, vision and 401(k).

Pay Range: $110,000 - $130,000

Please email both a cover letter and resume to Kate Clark, MPA, Chief of Staff & Partnerships at jobs@thekennedyforum.org and include “Sr. Director of Operations” in the subject line. Include your thoughts on why this is the right role and organization for you.

The Kennedy Forum makes all hiring decisions in a non-discriminatory manner, without regard to race, ethnicity, creed, religion, color, sex, sexual orientation, gender identity or expression, age, national origin, citizenship status, military service, marital status, different ability or disability, or any other factor unlawful under federal, state, or local law.

People of color, indigenous, LGBTQ+, and individuals with lived experience of mental health and/or substance use disorders are strongly encouraged to apply.