

Chief of Staff

Location: College Park, MD

Reports to: FRN Executive Director

Position Overview

Food Recovery Network (FRN) is seeking a Chief of Staff to partner with our Executive Director in leading the 15 person and growing team to achieve our mission. The ultimate aim of FRN is to support higher education in being the first sector where food recovery is the norm and not the exception. The Chief of Staff must be a natural problem solver, analytical, and structured in their thinking; they must be results-driven and a master organizer and project planner. They will need to be both a leader and a team member — positive, empathetic, flexible, and curious. They should be able to connect the dots across team members and projects of FRN, respected by their team members and trusted by the Executive Director.

About FRN

Founded in 2011, Food Recovery Network (FRN) is the largest national student-led food recovery movement working to bring food recovery programs to colleges and universities across the country. FRN is currently comprised of almost 200 chapters at colleges and universities across the country and has recovered more than **3.9 million** pounds of surplus food. FRN is starting a new 3-year strategic plan (FY 2020-2022) and the Chief of Staff will guide the team to implement pathways to achieve the plan. FRN has grown from a \$425,000 annual budget to over \$725,000 and expects to continue to grow over the course of our next three year strategic plan.

Position

FRN is growing steadily from our inception and is now seeking to dramatically accelerate growth. The Executive Director (ED) is looking for a mission-focused, seasoned, strategic, and process-minded Chief of Staff (COS) with knowledge of change- and project-management methodologies, experience leading a senior team and developing a performance culture among a group of diverse, talented individuals. The COS will manage our current 15 person staff that will grow to over 20 people in the next year. The COS must be a leader who is able to help others at FRN deliver measurable, cost-effective results that make our vision a reality. Importantly, a successful COS will have the skills, sensitivity, and personal confidence to tap into the unique power that each member of the team brings to this mission. While it is essential that the COS bring efficient and effective systems to increase the productivity of the organization, it is also critical that they nurture the creative spark of the team that drives the FRN movement.

Responsibilities

The Chief of Staff reports to and directly supports the Executive Director. Working in partnership with the ED, the COS will lead internal operations, with the exception of fundraising.

- ED Right-Hand
 - Enable the ED to concentrate on what's most important to FRN, bringing pertinent issues to her attention in an organized and succinct manner and managing internal operations on a day-to-day basis.
 - Ensure the ED's involvement in project or decision-making processes take place at key times, where her input and authority is most needed.
 - Reliably make decisions when ED is traveling, pursuing new donors or grants, and attending to special projects. Communicate clearly with ED and be sure to understand expectations so COS can act with confidence.
 - Prepare and follow up on meetings: COS will prepare ED for upcoming internal and external meetings, ensuring she has all the information necessary to be productive.
- Working with the ED, the COS will manage the internal team to reach goals identified in the 2020-2022 Strategic Plan:
 - Hold senior staff accountable and move projects and change forward. Champion business priorities from conception to completion.
 - Work with senior staff to help identify areas where they should direct their focus and collect metrics for success. They will revisit those metrics regularly and evaluate progress against them.
 - Create cohesion among senior staff and with all staff members. Hear staff's concerns, find commonalities to build a foundation of trust and inspire engagement in FRN's mission.
 - Manage FRN team, instill the desire to learn to accomplish their work in a professional manner, teaching and training them in a variety of work methodologies so they can incorporate those methodologies into their own performance. This teaching and training will be laid out in an "FRN approved" training and professional development curriculum.
 - Strategically prepare senior staff to engage in meetings, opportunities and projects. COS will track external and internal opportunities and obligations and help connect the dots between projects and opportunities for senior team.
- Communications
 - Review external communications from all team members to be sure they communicate passion for the mission and are properly composed for their intended audience.

- Ensure appropriate media opportunities are brought to the attention of the ED. Ensure social media communications project the passion, leadership, and collaborative nature of FRN.
- Project and change management
 - Guide FRN's use of change and project management processes, models, and methodologies so that FRN successfully adopts change in order to drive organizational success and outcomes.
 - Teach staff how to use methodologies to achieve desired results and improve efficiency, such as project and time management, giving and receiving feedback, working styles, and the identification of other methodologies as necessary.
 - Oversee organization and execution of team projects; assisting senior team with project management and ensuring they meet milestones and goals on a timely basis.
- Hiring and Management
 - Working in partnership with ED and appropriate internal staff, to manage and hire additional staff. Draft and post approved job descriptions, outline interview processes, and screen candidates.
 - Manage staff other than senior staff when directed.

Candidate Qualifications

COS role requires someone with a range of knowledge, including project and change management methodologies, and cross-functional experience. Previous experience working with an Executive Director is preferred.

- Person-of-all-trades, with experience in wide-ranging or cross-functional areas, and an eagerness to learn new skills;
- Strategic thinker, data-driven, and analytical approach to solving problems;
- Strong written and verbal communication: listens well and takes in what people are trying to say, asks exploratory questions to better understand what is not said, across the board to staff, senior team, ED and external partners;
- Excels at building relationships and networks; influences others to achieve outcomes;
- Systems and process-thinker; loves creating order out of chaos; loves improving upon what has been done before;
- Comfortable (and perhaps prefers) being behind the person in the spotlight; thrives on helping others be their best selves and anticipating their needs;
- Deeply supportive of the ED and steel-trap with confidential information;
- Certificates in change and/or project management highly preferred.

Compensation

The work schedule is flexible and depending on experience and capabilities the COS could arrange their schedule to less than a 5-day week. Benefits include paid holidays, flexible Paid Time Off (PTO), and professional development opportunities. FRN does not yet offer full healthcare benefits or retirement benefits. FRN intends to implement a healthcare reimbursement in FY 2020.

How to Apply:

Please send a cover letter and resume to regina.anderson@foodrecoverynetwork.org with the subject line "Chief of Staff Position." Please include your salary range. Applications will be accepted through July 26.