**Position Summary**

Reporting to the Executive Director (ED), the Program Manager (PM) will be responsible for driving the overall success and impact of MICR's K-12 programs. The PM will be tasked with effectively managing a large and growing team of coaches, support staff and partners while driving best-in-class program quality, rigorous monitoring and evaluation and continual growth for all MICR participants and staff. In this newly established role, the Program Manager will manage a staff of 10+ coaches leading programs at 10+ teams in service of 300+ student-athletes on any given day.

As a key member of MICR's Leadership Team, the PM reports directly to the Executive Director and works closely with MICR's leadership to set overall organizational vision and strategy and execute our mission every day in a fast-paced, rapidly growing start-up environment. Opportunity for growth and development with MICR's Leadership Team.

**Roles & Responsibilities**

**Leadership & Staff Management**

- Inspire, engage and build positive professional relationships with all direct reports building a culture of high performance, trust and joy in our work
- Analyze, design and contribute to the improvement of all of MICR's K-12 programs, including elementary, middle and high school rugby programming, academic services, transportation, travel and beyond
- Analyze, design and contribute to the improvement of all MICR coach management systems to meet the developmental needs of all staff and drive the growth of best-in-class sport-based-youth-development rugby coaches, youth development practitioners and leaders for social change
- Work with staff to develop objective performance measurements across all sites, to ensure consistent, high-quality evaluation and goal setting for all employees
- Compassionately and effectively support the professional development and growth of college-aged MICR alumni coaches with an emphasis on the cultivation of basic professional skills including time management, organization, professional communication, program planning, conflict resolution and beyond
- Plan and deliver effective staff training leveraging industry experts, evidence based practices and best-in-class resources. Wide ranging topics include rugby tactics, sport-based-youth-development, time management, professionalism, behavior management, academic interventions, trauma informed coaching etc.
- Instill a sense of accountability among team members by modeling tight oversight of individual and organization performance standards
- Recruit, hire, and oversee training and orientation of all direct-service members

**Program Operations**

- Enhance organizational excellence by establishing operational benchmarks, timelines, and resources needed to achieve strategic goals, proactively recommending and driving improvements as necessary; set standards for accountability and measurements of success.
- Direct and coordinate expansion strategies outlined in MICR's strategic plan including hiring, training, and partnership building with new schools across the city
- Ensure robust participant level data is aggregated and analyzed including the ongoing management of attendance records, incident reports and impact data
Stakeholder and Partnership Management

- Manage and support the maintenance of successful program-level partnerships, including the cultivation of positive relationships with stakeholders and administrators at partner schools, families and members of the US and international rugby communities
- Represent the organization warmly, professionally and as an effective ambassador of our mission across contexts

Qualifications & Skills

This is an extraordinary opportunity for an individual with team management experience to grow and further develop a proven, internationally recognized program. The successful candidate will lead programs, partner with the ED and work collaboratively with a small, rapidly growing team.

Specific requirements include:

- Minimum of a BA **required**
- Deep understanding of - and a minimum of 2 years professional experience in - the sport of rugby and/or sport-based-youth-development **required**
- Deep professional experience in general management within the fields of nonprofits, education or rugby **preferred**
- Highly organized and detail oriented with an ability to successfully wear multiple hats in order to execute goals in a fast-moving, challenging environment
- A driving force of positive leadership that manages toward clarity with a solutions oriented mindset and a high tolerance for adversity and uncertainty
- Excellent verbal and written communication and coalition building skills with an ability to balance, negotiate, and work with a variety of internal and external stakeholders; high level of knowledge and understanding, especially as it relates to program replication, connecting programs to funding, creatively generating program resources, and building strategic partnerships
- Demonstrated success developing and evaluating program models and operationalizing innovative, culturally responsive, trauma informed and research driven youth-development programs
- Profound understanding of institutional inequity and experience building relationships and effectively working with minority youth born into under-resourced urban communities
- Strength in hiring, recruiting, managing, developing, coaching, and retaining individuals and teams, empowering them to elevate their levels of responsibility, span-of-control and performance
- Demonstrated results in managing through complex systems and proven experience negotiating win-win agreements
- Personal qualities of integrity, credibility, and a commitment to - and passion for - MICR’s mission

The Fine Print

- Full-time position, 40+ hours per week, must be flexible to work some nights and weekends
- Position comes with medical/dental/vision insurance and 2 weeks paid vacation
- Flexible work arrangement with the ability to work from home and/or a shared office with an expectation to travel to different program locations throughout Memphis on a daily basis
- Must have transportation

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