



JOB SPECIFICATION

ORGANIZATION: New Teacher Center
POSITION: Chief Operating Officer
LOCATION: Flexible
REPORTS TO: Chief Executive Officer

Background

New Teacher Center (NTC) is a national non-profit organization dedicated to improving student learning by guiding a new generation of educators, with a focus on those working in underserved communities and with marginalized students. NTC partners with school districts, policymakers and leaders in education to implement programs and strategies that build leadership capacity, enhance working conditions, improve teacher retention, and transform schools into vibrant learning communities.

NTC has demonstrated success at improving student outcomes. Results from the federal Scale-Up i3 study shows that, on average, students of new teachers supported by NTC in grades 4-8 gained up to 6 additional months of learning in math as compared to their peers after 1 year of support, extending the gains seen in a prior i3 study of up to 5 months in Math and ELA after 2 years. One district achieved a 31% increase in the new teacher retention rate after just two years of support. Furthermore, the same district also found that after five years, 90% of NTC trained mentors remained in the school district in some capacity. NTC supports 31,000 teachers, mentors, and coaches and is improving the learning of over 1.8 million students in 24 states.

Founded by teachers in 1998, NTC was based at the University of California, Santa Cruz in Santa Cruz, California until 2007, when it was incorporated as its own 501c3. Since that time, the organization has grown to 110 full-time and 20 part-time employees across the country. NTC has a \$30 million annual operating budget, earned through fee-for-service, federal grants, and a strong base of funders. For more information, please visit: www.newteachercenter.org.

Opportunity

In 2018, NTC welcomed a new Chief Executive Officer, Desmond Blackburn, former superintendent of Brevard Public Schools. Blackburn is leading NTC towards their 2022 strategic plan, building off NTC's strong history of teacher induction and coaching work, and growing NTC's impact through an integrated line of core programs (teacher induction, instructional coaching, early learning, and school leadership) and strategy services customized to meet system and classroom-level needs. NTC is also shifting from an organization centered in Santa Cruz, CA to a virtual organization, where staff works both remotely and onsite with clients.

This is an exciting opportunity for a seasoned operations leader to set vision and direction, marshal resources, and play a key leadership role in driving an established organization into its next phase of development. The COO will be responsible for working with the CEO and other members of the

senior leadership in the development, execution, and achievement of NTC's vision, mission, strategies, priorities, and goals. The COO will partner closely with the Chief Program Officer to ensure alignment between the organization's programmatic strategy and operations. The COO will be directly responsible for ensuring that NTC has the proper financial and operational practices, administrative and reporting procedures, technology, and people systems in place as NTC refines its program and product delivery to integrate technology and consultative services. The COO reports to the CEO and serves as a member of the senior leadership team. The COO manages a team of 3-5 direct reports.

In the first year, the Chief Operating Officer will be expected to:

- Build and refine a performance management culture and approach across the organization, including updating Key Performance Indicators and developing any necessary systems and tools (such as performance evaluation and tracking systems) and ensuring clear and equitable processes for retention, compensation and promotion practices;
- Partner with the Chief Program Officer to ensure the technology investment and new online platform is meeting both client partner and internal demand;
- Refresh NTC's business model to support an updated program strategy; and
- Understand key functional areas including finance, technology, and human resources, and identify improvements that will support the updated program strategy and ensure efficient operations and resource allocation.

Responsibilities

Program and Operations Strategy and Integration

- Identify and implement process, people, and system changes to the operations support function that align with the organization's strategic plan and vision;
- Working in partnership with the Chief Program Officer, implement an updated technology platform that meets client needs and internal program demands;
- Develop strategy and innovations for financial planning, staffing and resource allocations, setting vision and direction in partnership with the Chief Program Officer; and
- Drive initiatives to improve cross-functional coordination, clear communication about roles and responsibilities and cycles of feedback that help identify areas where increased collaboration and alignment are needed.

Performance Management and Talent

- Provide guidance and leadership on the NTC metrics and the performance management process;
- Assess and update Key Performance Indicators and develop necessary improvements for tools and processes for tracking performance;
- Consider any necessary training and capacity building to improve the performance management culture across the organization;

- Oversee the human resource function for NTC including: recruitment, hiring, compensation, benefits administration, new employee orientation, retention strategies, and regulatory and legal compliance;
- Evolve the organization's talent strategy including developing career paths and ladders, building out a robust performance management system to be used throughout the organization that focuses on professional development and continuous learning;
- Partner closely with the Vice President, Diversity, Equity and Inclusion on all talent and culture initiatives; and
- Champion NTC's mission and culture, ensuring staff is engaged and enthusiastic about the organization and its success.

Financial Management

- Develop and execute NTCs financial sustainability plan, managing and overseeing all financial and business planning activities;
- Oversee business policies and accounting practices, and review and analyze financial reports;
- Lead and support the organizational budgeting process; and
- Support and advise the CEO in decision making, providing overall financial oversight and monitoring, and ensure that relevant financial data is presented to the CEO and senior management team.

General Administrative Operations

- In collaboration with the Vice President of Digital Transformation, ensure the ongoing maintenance and updating of information systems and infrastructure, including hardware, software, applications, and data security;
- Partner with the Chief Strategy Officer on risk management and legal activities: letters of agreement; contracts; leases; and other legal documents and business insurance including procurement, monitoring, and management;
- Oversee remote work environment including administrative functions for NTC, ensuring a smooth transition to a remote work culture; and
- Working in conjunction with the CEO, provide staff support and guidance to the NTC Board of Directors and act as a liaison to relevant board committees.

Qualifications

Experience

- 10+ years in a senior management role, including at least three years of experience in operations, administrative, or financial management;
- Demonstrated experience with technology implementation;
- Experience overseeing or partnering with performance management, financial planning and analysis, human resources and legal functions;



- Experiencing working in an organization with a remote or virtual culture and/or experience transitioning an organization to a virtual culture;
- Experience managing cross-functional, organization-wide projects to successful completion, meeting desired outcomes, goals and timelines;
- Experience managing a team across multiple functional areas; and
- A Master's degree with an MBA preferred, or Bachelor's degree with equivalent experience.

Skills

- Clear communicator, skilled at listening to and conveying information with internal staff at all levels within an organization;
- Skilled at managing different information flows and taking a decisive but inclusive approach to decision-making;
- Strategic planning skills with demonstrated success developing and monitoring systems to manage both operational and programmatic work that involves high levels of collaboration;
- Excellent people skills, with an ability to partner with a dynamic leadership team;
- Flexible and able to multi-task; and
- Strong coach and mentor to leaders;

Mindset

- A belief that operations are in service of organizational strategies and goals;
- A passion for leading and implementing large, complex projects and initiatives to improve an organization;
- Outcomes and solutions oriented;
- Self-starter with an orientation towards collaboration;
- Commitment to diversity, equity, and inclusion; and
- Personal qualities of integrity, credibility, and commitment to the mission of NTC.

To Apply

If you are interested in this opportunity, please email your resume to Jobs@k12searchgroup.com with a subject line of "NTC Chief Operating Officer."