

Organization: Results for America

Role: Senior Manager, Community & Implementation

Location: Remote/flexible

Organization Overview

Results for America (RFA) is the leading, national nonprofit organization helping policymakers at all levels of government harness the power of evidence and data to solve the world's greatest challenges. Our mission is to make investing in what works the "new normal," so that, one day, all government leaders use rigorous evidence and quality data to inform important policy and funding decisions. We believe that data-driven and evidence-based policy decisions could significantly increase the impact of the over \$1 trillion that governments spend annually to advance economic mobility and racial equity.

Founded in 2012, RFA spent its first three years partnering with policy innovators to build the credibility of evidence-based policymaking, securing early and important wins in education, expanding its work to multiple levels of government and driving awareness and demand through carefully orchestrated education and communication campaigns. During its second phase (2015-2018), RFA worked to demonstrate the power of evidence-based policymaking in ways that resonate with an even broader universe of elected officials and policymakers. Now in its third phase of work, RFA intends to demonstrate that governments at all levels can make faster, more lasting progress in accelerating economic mobility for residents when they use evidence and data in decision-making. By creating specific issue-area wins, RFA will further cement support for evidence-based policymaking among all policymakers as the "new normal."

Department Overview

The What Works Cities, launched in 2015 by Bloomberg Philanthropies and led by Results for America, established the first-of-its-kind standard of excellence for data-driven, well-managed local government. What Works Cities Certification recognizes and celebrates local governments for their exceptional use of data to inform policy decisions, allocate funding, improve services, evaluate the effectiveness of programs and engage residents.

Cities begin their What Works Cities Certification journey by completing a self-assessment to benchmark their progress on data-driven governance. They then receive a customized roadmap with next steps and join the What Works Cities Community. The Community includes exclusive access to a broad ecosystem of expert partners who lead how-to sprints, coaching, peer connections, resource bank, a city leaderboard, and more. Together, the Assessment and Community support cities in their efforts to achieve Silver, Gold or Platinum Certification.

Position Overview

Results for America is seeking a driven professional, who works well in a virtual team environment, to join the Community and Implementation team as a Senior Manager. S/he/they will oversee the strategy related to city coaching and all synchronous learning curriculum designed to inspire and empower city staff to take action on the What Works Cities standard - and ultimately, strive toward the achievement of Certification. This position will also contribute to the stewardship of the WWC Community as well as operate as a critical thought partner in the capturing of impact for continuous programmatic learning. The What Works Cities Community will serve hundreds of cities across Canada, Latin America, and the United States. Strong project management, relationship building, interpersonal skills and a passion for developing a professional community of practice are critical for success.

Position Reporting Relationship

This position will report to the Director, Community and Implementation.

Position Responsibilities

Senior Manager, Community & Implementation position responsibilities will fall into five main areas: program management, portfolio of cities, Community Forum, and impact tracking, and staff management & development. Specific details include, but are not restricted to, the following:

Program Management - 40% of time

- Lead development and manage the execution of all programming related to:
 - 1:1 Coaching
 - Synchronous learning curriculum
- Oversee, working closely with the Director, the recruitment and development of new synchronous learning curriculum partners for the WWC Community;
- Oversee live programming events put on by WWC partners and RFA;
- Facilitate RFA webinars in conjunction with community & implementation team members; and
- Serve as liaison between the Community & Implementation team and international partners to ensure strong coordination and program execution.

Execute Coaching Model - 20% of time

- Execute coaching with a portfolio of cities, which includes coaching city leaders and city project teams to take action on the WWC Standard.

Reporting and Impact Tracking - 20% of time

- Contribute to execution of impact strategy, data collection strategy and tracking of essential impact questions
- Manage the Community & Implementation team's Salesforce pipelines and work with broader existing efforts to improve Salesforce infrastructure
- Develop reports, in conjunction with impact lead, on the outputs of coaching and synchronous programming.
- Review program data to assess program effectiveness and provide recommendations for improvements for Director
- Support team in the implementation of continuous improvement recommendations and tools needed for day-to-day service excellence and program coordination

Community Forum - 10% of time

- Coordinate program management with community forum activities to ensure alignment
- Develop self-serve resources for cities in the Community Forum
- Actively participate in community discussions and provide cities strategic guidance on use of the Forum.

Staff Management & Development - 10% of time

- Supervise the work, performance, professional growth and development of an Associate-level team member
- Contribute to the development of Community and Implementation team retreats

All RFA employees are expected to participate in the organization's diversity, equity, and

inclusion (DEI) efforts.

This is a full-time, exempt position.

Position Requirements

Experience

- A Bachelor's degree is required with an additional 8 to 10 years of work experience or related graduate experience strongly preferred;
- Experience with and passionate for government innovation at the local level;
- Experience managing and coordinating simultaneous projects and successfully prioritize among multiple tasks within a fast-paced initiative; and
- Proven experience in project management and helping many organizations go through a simple process, including experience using Google Suite, Asana, Excel, and Tableau.; and
- PMP / Lean Six Sigma Certification and work experience are a plus.
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Competencies/Skills

- Strong familiarity with any of the following topics: data management and governance, data analytics, organizational performance management, budgeting, procurement, open data, community engagement, digital transformation, evidence-based policymaking;
- Demonstrated strong program management, program development, user experience, and relationship building skills;
- Knowledge of database management (including Salesforce) with the ability to construct and produce reports is a plus;
- Excellent presentation, analytical and verbal and written communications skills;
- Exhibit a strong work ethic and solid organizational skills, including attention to detail, time management and the ability to manage and coordinate simultaneous projects and successfully prioritize among multiple tasks;
- Self-starter with the ability to work independently in very fast paced, results-oriented workplace;
- Ability to think creatively and incorporate creative insights into product and process design;
- A commitment to a collegial workplace;
- Strong commitment to the Results for America mission and vision; and
- Strong commitment to RFA's diversity, equality, and inclusion commitments.

Salary and Benefits

At Results for America, all staff members currently receive a compensation package that includes: (1) a salary aligned with RFA's position level and salary bands and against similar nonprofit organizations; and (2) a suite of benefits that includes a choice of medical and/or vision and dental care, paid time off, a 403b retirement plan with employer match, and education and commuter benefits. The salary range for this position is \$82,000-98,000.

How to Apply

To apply for this position, please send your cover letter and resume to recruiting@results4america.org. The subject line of your email should read "YOUR NAME – Senior Manager, Community and Implementation".

RFA is an equal opportunity employer that values/celebrates diversity and that follows a policy of making all employment decisions and personnel actions without regard to race, color, religion, national origin, sex, age, marital status, partnership status, personal appearance, sexual orientation, gender identity or

expression, genetic information, family responsibilities, matriculation, political affiliation, disability, status as a victim of domestic violence, sexual offenses or stalking, military status, veteran status or any other category protected under federal, state or local law.