What Works Cities | RESULTS FOR AMERICA

Organization Overview

Results for America 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 address the needs of the most vulnerable Americans.

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 beginning 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."

Initiative Overview

What Works Cities is a Bloomberg Philanthropies initiative striving to increase local governments' use of data and evidence to improve the quality of life for city residents. What Works Cities helps US cities improve how they track and use information to make decisions about everything from economic development to public safety. What Works Cities is also building national momentum and developing resources to assist cities around the country in doing this work. Additionally, learning networks will provide ongoing support to cities on best practices and lessons learned across cities.

In November 2018, Bloomberg Philanthropies, the Bill & Melinda Gates Foundation, and Ballmer Group announced a $12 million project that will help communities analyze economic mobility in American cities and develop interventions that can increase residents' economic progress. Results for America is proud to be part of this exciting initiative. Through its involvement, Results for America and What Works Cities partners will work with ten American cities to identify barriers to economic mobility and test and share promising approaches to help residents overcome them.

Position Overview

The Associate Director, Knowledge Management, will lead the What Works Cities Team's efforts to effort to build the evaluation skills, habits, tools and technology infrastructure to further a culture and practice of informed strategic decision-making and learning. Results for America anticipates that the insights gained from this work will inform program design and strategy for programmatic initiatives outside of What Works Cities and, ultimately, for Results for America as a whole.

Position Reporting Relationship

The Associate Director, Knowledge Management, will report to the Executive Director, What Works Cities, and will work closely with Results for America's executive leadership.

Position Responsibilities

The Associate Director, Knowledge Management, will lead work in three core areas: data strategy and management, analysis and research, and organizational development and strategy.

Organizational development and strategy
- Lead and manage What Works Cities assessment and knowledge management function, building a 'go-to' resource on assessment tools, practice and support across the organization, and ultimately extending to other programmatic initiatives at Results for America;
- Work closely with WWC team leads to understand their needs, and lead the design, configuration, maintenance, and improvement of our technical infrastructure and tools to support their success;
- Identify and execute creative ways to glean insights from data that may be qualitative and/or messy;
- Expand a culture and practice of informed strategic decision-making and learning, drawing from relevant good practices;
- Determine requirements, identify solutions, engage and manage third party vendors.

Data strategy & management
- Help define indicators and a method for assessing the results of WWC's strategy, drawing from methodologies and good practice inside and outside the organization;
- Develop the strategy for data collection, data flow, performance management and reporting;
- Create and execute policies for effective, accurate data management across the WWC partnership and ultimately inclusive of other programmatic initiatives at Results for America.

Analysis & research
- Identify a coherent set of insights about the impact and lessons from our work;
- Make recommendations on program evaluation, research design, and reporting based on best practices in the fields of political, social, and urban science;
- Investigate interesting questions and engage in efforts to increase data curiosity and comfort across the organization; and
- Ultimately, in partnership with leaders from WWC and across Results for America, develop and execute an analysis, performance management, and research agenda that helps support our work and provides insights on the future of our work.

Position Qualifications
The ideal candidate will bring deep knowledge and direct experience building evaluation capacity at a comparable organization. This position calls for excellent analytical abilities, a strong facility with technology, good communication skills, and deep curiosity about how government can improve lives of residents.

Technical qualifications
- Bachelor's degree in a quantitative field, such as economics, data science, statistics, or mathematics;
- 10+ years of experience designing, implementing, and managing data and performance management and assessment systems, tools, processes, and teams, with at least 3+ years of that experience in a non-profit organization;
- Technical project management experience, including managing product development with vendors/contractors;
- Experience designing and building relational databases, preferably Ccloud-based data management systems, such as Salesforce, Smartsheet, Quilliup reference data admin, Zoho creator, Formstack, Wufoo, Dbfront, Airtable, MS Access; and/or open-source (MySQL or PostgreSQL)
- Advanced proficiency with Excel and substantive experience with additional tools for statistical analysis and visualization including:
- Statistical software packages such as R, STATA, SPSS, SciPy;
- Data visualization or reporting tools, such as Tableau;
- Geospatial data (e.g. KML, shapefiles, geographic polygons, etc.) and related management systems (e.g. Mapbox, ArcGIS, etc.).
- Familiarity of and ability to utilize various data formats;

- Ability to extract value from unstructured, qualitative information.

Other qualifications
- Quantitative research experience, including defining research questions, conducting statistical analyses and discussing results with diverse, non-technical audiences;
- Highly self-motivated, creative and adaptive thinker, comfortable leading out front and from behind;
- Excellent written and analytical skills; a confident and clear communicator, presenter and writer who is able to synthesize complicated concepts and analysis into manageable and easily digestible bites;
- Outstanding organizational skills, with capacity to manage and coordinate projects and successfully prioritize among multiple tasks;
- Commitment to a collegial workplace.

Salary range and benefits package: highly competitive.

How to Apply
If interested, please forward a cover letter and resume to recruiting@results4america.org, subject: "Associate Director, Knowledge Management – Your Name".

Results for America is an equal opportunity employer and actively encourages people from minority groups and diverse backgrounds to apply for positions within our organization.