

# What Works Cities



**Organization: Results for America, What Works Cities**

**Role: Senior Manager, Certification**

**Reports to: Director, Certification**

**Location: New York, NY**

## **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.

## **What Works Cities (WWC) Initiative Overview**

What Works Cities, a Bloomberg Philanthropies initiative, helps city governments across the country improve residents' lives by using data and evidence effectively to tackle pressing challenges. Operating as a partnership of four non-profit organizations, WWC works directly with city leaders and staff through coaching and implementation support, a range of online and in-person learning opportunities, and a growing professional network. WWC's support is guided by a national standard of excellence in data-driven governance. Since our launch in 2015, we have helped more than 150 cities make progress on their most pressing issues, from health and public safety to homelessness and blight.

## **Position Overview**

Results for America is seeking a dynamic professional with a passion for improving the performance of city government and strong program development, project management and interpersonal skills to join the Certification team. The senior manager will be crucial in driving the success of the What Works Cities Certification program design and implementation. What Works Cities Certification is a national recognition program, which celebrates and accelerates the use of data and evidence in local governments by rewarding achievements and providing a clear path to excellence.

## **Position Reporting Relationship**

The Senior Manager, Certification reports to the Director, Certification.

## **Position Responsibilities**

The responsibilities of the Senior Manager, Certification, include but are not limited to the following:

### Program Management and Execution (75%):

- Lead all aspects of the assessment and recognition process for WWC Certification to execute a high-quality, rigorous assessment while ensuring a valuable experience for cities, including:
  - Designing and executing a detailed, fair, and compelling assessment process
  - Developing and leading interdepartmental coordination of outreach strategies to encourage city leaders to complete an assessment and participate in the Certification program
  - Leading a fair, detailed, and rigorous review and evaluation process
  - Leading all aspects of recognizing cities that have achieved Certification, including both internal and public-facing communications regarding program announcements
  - Ensuring a high-quality experience for cities participating in the WWC Certification program, from recruitment to participation in the Community
  - Playing a lead role among all WWC partners in reviewing and modifying the Certification criteria
- Along with members of the Certification team, conduct and complete reviews of assessments submitted by local governments, including careful review of supporting documentation, running review calls with cities and planning and leading site visits.
- Develop and oversee a new Resource Bank, a compendium of best data-driven and city leading practices, programs, and policies, and additional resources to help cities to advance on criteria
- Lead the continuous improvement of the infrastructure and tools needed for day-to-day service excellence, program coordination, project management and program management
- Support the programming and development of the WWC Certified Cities Working Group

### Impact Lead (15%):

- Develop mechanisms to measure and monitor the impact of the Certification program including data-driven, evidence-based work occurring in cities
- Support management and communication to key stakeholders, including developing presentation decks, reports, and data analysis that demonstrate the impact of the program and data-driven work being done in cities
- Serve as the Certification team's liaison on the interdepartmental Impact Working Group

- Collaborate with the What Works Cities and Results for America team, supporting the continued development of tools, best practice content, and stories of success and impact to share with the Community of Cities

WWC Certification Standard Committee Management (10%):

- Manage the WWC Certification Standard Committee, including convening regular meetings, setting the agenda for said meetings, disseminating next steps resulting from Committee meetings, and overseeing any and all production of documents, reports and evaluations developed by the WWC Certification Standard Committee.
- Ensure an engaging and high-quality experience for members of the WWC Certification Standard Committee members

**Ideal Qualifications and Skills**

The ideal candidate will possess the following qualifications:

- College degree and 8 to 10 years of work experience or a graduate degree with additional work experience;
- Demonstrated strong program management, program development, user experience and relationship management skills;
- Proven experience in project management and helping many organizations go through a simple process; PMP / Lean Six Sigma Certification a plus.
- Familiarity with local governments, working knowledge of their structures and constraints 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 multitasking skills;
- A commitment to a collegial workplace; and
- Self-starter with the ability to drive multiple projects forward and work independently in a fast-paced, results-oriented workplace.