



## **Opportunity: Program Manager**

[Big Picture Learning](#) is growing its existing operations and continues to launch exciting and innovative new initiatives. As BPL continues to grow in both scale and complexity, we require increased capacity to support our programmatic and administrative activities. A key component of this expansion is the hire of a Program Manager who will be responsible for supporting the programs team in managing customer relationships, programs, and data.

The Program Manager reports to, and collaborates closely with, the Chief Program & Strategy Officer (CPSO) in all aspects of their work, supports the programs team with customer relationships and project management, and interfaces with the operations and finance team to ensure smooth operations. The Program Manager will help us evolve our processes so our programs team can maximize their impact in working with educators and students. This position will serve a critical role in the programs team and may grow and evolve as our organization does so.

This is an exceptional opportunity to partner with a team of passionate educators to build an organization committed to advancing the cause of equity through personalized, real-world learning. The ideal candidate is a resourceful, entrepreneurial, and creative professional, who can work strategically across varied geography, relishes the challenge of creating, and is adept at leveraging the resources of an enthusiastic, committed and multi-talented collaborative team.

### **Primary Responsibilities:**

#### **Customer Relationship Management**

- Ensure that our engagement with potential customers and partners reflects the culture and values of BPL.
- Develop and manage systems for communication and engagement with potential customers and partners.

#### **Programs Team Support**

- Project management for high-priority and complex projects.
- Create and keep track of document management systems mostly on google docs but using other platforms as needed.
- Support in the development of systems and processes to streamline operations.
- Coordinate scheduling for various collaborative meetings.
- Support CSPO with large projects or change initiatives as needed.
- Other duties as needed in the support of the organizations' mission.

#### **Data Collection**

- Collect, synthesize and provide basic analysis reporting on a variety of data about schools and our work.
- Collect and communicate sensitive student-level data.
- Run and share reports.

### **Qualifications**

Candidates for the **Program Manager** position must share BPL's commitment to developing strong relationships, be adept at working with the leadership team and programmatic staff, and effectively interface

with a variety of stakeholders. Most importantly, this person must share our passion and commitment for rethinking the possibilities of education towards more equitable outcomes for decades to come. We steadfastly believe students should be at the center of their own learning and that education (in particular public education) is due for a reorientation that allows students to be confident in the pursuit of their own passions and interests.

The *entire organization works remotely* and travels across the country. The geographic spread of BPL's work requires individuals to have strong internal accountability. The organizational culture supports flexible and contextually appropriate decision making processes. As a result, individuals who thrive in BPL are comfortable juggling multiple projects and prioritizing tasks, advancing the work in the face of uncertainty, willing to take risks, exhibit entrepreneurial behaviors, take ownership and see tasks and ideas through from conception to implementation, and possess the communication and interpersonal skills needed to work well with people at all levels of the organization.

**Desired Credentials:**

- Bachelor's degree or comparable experience in education, psychology, sociology, project management, coordinator or similar areas.
- Experience in a non-profit setting.
- Project management certification preferred.

**Additionally, the ideal candidate will have the following knowledge, skills, and abilities:**

- Outstanding organizational and project management skills with an overall execution orientation and high attention to detail.
- Facility with process improvement, user-centered design, and problem-solving; more than formal training, proven practical expertise in these areas.
- Skilled at creating processes that augment and make collaboration more effective.
- Ability to facilitate the work of groups with empathy, flexibility, and good humor.
- Experience in supporting a team through a period of change and growth, successfully meeting or exceeding organizational objectives.
- Ability to make decisions independently combined with an ability to work collaboratively.
- Collegial and empathic approach to working with others, while bringing a creative, flexible and thoughtful approach to one's work.
- Working knowledge of data collection, management, and reporting.
- Technical savvy and appreciation for innovative technology solutions, with an ability to work across multiple systems applications (MS Office, google drive, Zoom, wrike, etc); experience using Salesforce is preferred but not required.
- Ability to craft thoughtful and engaging written communications and ability to explain data reports to various audiences.
- Excellent interpersonal communication skills (speaking, writing, listening) in person and virtually.
- Strong customer service orientation.
- Proven ability to partner with a diverse team and stakeholders. An understanding of systems of oppression and a commitment to equity.
- Strong work ethic with proven ability to meet internal and external deadlines.
- An optimistic approach to work supported by an entrepreneurial spirit and collaborative spirit; an outgoing nature and desire to help.
- Commitment to improvement, a relentless approach to growth and learning, and openness to constructive critical feedback.

**Application Process and Timeline:**

*Confidential Inquiries are welcomed. Applications will be reviewed on a rolling basis. It is advantageous to apply as soon as possible. Final Deadline for applications is September 30, 2019.*

### **Desired Start Date Window**

- As Soon as Possible. No later than mid-October 2019.

**To Apply: Please submit the following by email to Eva Mejia, Chief Program & Strategy Officer**  
**[eva@bigpicturelearning.org](mailto:eva@bigpicturelearning.org)**

1. Tailored Cover Letter of Introduction (≤ 2 pages)
2. Resume/CV
3. List ≥ 2 Professional References

### **Location:**

*Please note that while it is highly desirable that the candidate be located in California, we are open to considering the possibility of a person working remotely from other regions of the U.S.*

### **Compensation**

- BPL provides a competitive salary commensurate with experience. We expect the range for this position to be \$35,000- \$45,000 per year.
- Excellent Benefits Package (medical, dental, retirement, and life insurance)

*Big Picture Learning is an equal opportunity employer and prohibits discrimination against and harassment of any employee or any applicant for employment because of race, color, national or ethnic origin, age, religion, disability, sex, sexual orientation, gender identity and expression, veteran status (special disabled veterans, disabled veterans and Vietnam-era veterans), or any other characteristic protected under applicable federal or state law. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients; and all qualified applicants are encouraged to apply, including minorities, women, veterans, and individuals with disabilities.*

### **Background:**

For close to 25 years, Big Picture Learning has established itself as a uniquely innovative and steadily expanding educational organization. Our core values are reflected in the network schools that now stretch across the United States and internationally. Please be sure to check out our work on our [website](#) and social media presence.

### **Organizational Structure and Culture:**

At BPL, we are practitioners and practice the implementation of truly innovative designs using our own processes in the service of young people and the educators that serve them. We are activist and we work with an intensity and drive that rivals any other organization or business. We relentlessly focus on elevating the voice of students, parents, and communities.

Working at BPL is a vibrant and ongoing learning experience and we seek to offer all staff the opportunity to experience work that aligns with the 10 student expectations described in *Leaving to Learn*. (see - <http://www.leavingtolearn.org/10-Expectations/>) Many BPL team members report that the "family feel" of our organization is what makes our work so rewarding. We celebrate authenticity, bringing your full self to the work and a mix of intensity in the work with joy and irreverence.