



Director of Operations

ORGANIZATIONAL OVERVIEW

About Us and Our Philosophy

Breakthrough Greater Boston (BTGB) is a transformative college access and teacher training program. BTGB offers six years of academic enrichment and college preparation to middle school and high school students with high potential but limited opportunities. Simultaneously, BTGB recruits, trains and inspires a diverse cohort of high achieving college students to become the next generation of urban teachers. Leveraging a Students Teaching Students model, BTGB provides engaging, tuition-free academic programming during the summer and after school. Our students gain the skills and motivation to succeed in rigorous high school courses and, ultimately, in college. Meanwhile, our teachers gain hands-on experience, research-based training and coaching from professional educators.

Over the past eight years, 97% of our graduating students have matriculated to college, and 82% of them have persisted through their undergraduate years. On average, more than 70% of our graduating teachers have gone on to pursue careers in education. After two decades of success at our original Cambridge site, BTGB embarked upon a significant program expansion and opened a second site in Boston in the summer of 2013 and a third site in Somerville in 2018. As an independent 501(c)3 nonprofit, Breakthrough Greater Boston is part of a national educational movement called The Breakthrough Collaborative working to improve educational outcomes for youth across 25 U.S. cities.

With a deep commitment to our mission, BTGB operates with the highest standards of integrity and best practices, while also enjoying the ability to be innovative and flexible to meet the evolving needs of our students, families, and teachers. Our team is diverse, high-performing and dedicated. We continue to build an organizational culture that emphasizes our core values for every member of our community:

- **Spirit:** We cherish and embody the youthful energy and spirit of our students and teachers
- **Continual Learning:** Everyone in our community has something to learn and something to teach
- **Team Together:** We all chip in to accomplish whatever is needed for our teammates and the broader organization
- **Student Centered:** Our students are our first priority and our decisions center around what benefits our students
- **Equity and Opportunity:** We value diversity of identity, background and thought. We treat everyone with dignity and respect
- **Excellence in Everything:** We maintain high expectations for ourselves

Learn more about Breakthrough Greater Boston at www.breakthroughgreaterboston.org.

Breakthrough Greater Boston encourages individuals of all backgrounds to apply for this position, and we do not discriminate on any basis prohibited by applicable law. We celebrate the diversity of our world and our community, and we seek to build a team that reflects that diversity in every way. We welcome and encourage all qualified applicants who share that same vision, as we wish to engage all those who can contribute to our work and this mission.

THE OPPORTUNITY

Reporting to the Executive Director and serving on the management team, the Director of Operations is responsible for ensuring effective operational strategy and smooth day-to-day management of Breakthrough including the oversight of essential systems and functions including finance, human resources, technology, business planning, and facilities. This is an exciting time for BTGB and for an incoming Director of Operations. Breakthrough Greater Boston has grown significantly over the last six years, from one city to three, from a budget of just over half a million dollars to over \$3MM and from a staff of six to nearly twenty. With this growth comes greater organizational complexity and new operational needs and in the last three years, significant advances have been made to our operations systems. As the organization continues to grow, the Director of Operations is responsible for ensuring that our processes and systems adapt and improve as the organization continues to evolve. In this role, the Director of Operations will gain valuable experience in a variety of functional areas within nonprofit management and strategic decision-making. They will be an integral member of the management team and work closely with the Executive Director, senior-level directors and the Board to develop and execute the organization's short- and long-term operational strategies.

YOUR CONTRIBUTION

Operations and General Administration

- In collaboration with the Executive Director, lead and support the strategic operational planning for the organization and play an ongoing role to improve processes
- Identify system gaps and propose solutions to improve operations across three sites
- Supervise and support the professional development of a growing operations team (full-time and seasonal)
- Design, implement, and maintain standard policies, processes, and procedures for operations including the continual maintenance of an operations manual
- Assess organizational, financial, and IT risk and recommend internal controls and risk management strategies to reduce exposure and ensure regulatory compliance
- Staff the Finance, Investment, Audit, and Compensation Committees, prepare for and present at board meetings

Finance

- In collaboration with the external bookkeeper, engaged Finance Committee, Executive Director, and management team, ensure financial health and sustainability of the organization
- Oversee day-to-day financial management, including but not limited to, the accurate and timely management of accounts payable, purchasing, and inventory management
- Oversee the preparation and presentation of timely, accurate financial reporting to the Board and management team
- Oversee the creation and management of our annual budget in collaboration with budget managers
- Update financial forecasts, analyze key financial indicators, maintain a multi-year financial plan, and create financial models to inform strategic decisions
- Lead annual audit process and manage relationships with external auditors
- Manage systems for grant budgeting and reporting in coordination with the development team

Human Resources

- In collaboration with the Executive Director, maintain a positive work culture that emphasizes our core values, professional development, retention, and ensures a high level of employee morale
- In partnership with supervisors, develop processes and metrics that support and appropriately evaluate employee goals and performance

- Manage payroll and oversee and continually enhances benefits with the goal of improving overall employee satisfaction and market competitiveness
- Oversee all processes and systems supporting the employment lifecycle including but not limited to, recruitment, onboarding, and offboarding
- Review employee and volunteer handbooks and trainings annually to ensure compliance with labor laws

Technology

- Ensure the technology needs of students, faculty, and staff are met and technology is maintained
- Supervise technology information systems and manage relationship with IT consultant

Program Operations

- Liaise with key program partners, including Cambridge, Boston, and Somerville Public Schools, local universities, and other community organizations on matters such as annual contract review and negotiation, requisitions and purchase orders, and permits
- Support logistics for year-round middle and high school programming including emergency planning, onboarding of seasonal program staff and volunteers, coordinating directly with school leadership, and managing nutrition and transportation

YOUR BACKGROUND AND QUALIFICATIONS

As the incoming Director of Operations, you will possess many, though perhaps not all, of the following characteristics and qualifications:

- Passion for the mission of BTGB, closing opportunity gaps, and training the next generation of urban teachers
- Ten years of related professional experience with at least five years as an operations leader
- Strong track record of strategic and responsible financial management and ability to communicate financial modelling and analysis to advise senior level leadership
- Nimble and entrepreneurial with a commitment to continually assessing systems and improving resources to optimize mission impact
- Excellent listening, verbal and written communication skills
- Team player with a positive attitude, entrepreneurial spirit, and sense of humor
- Ability to stay organized and demonstrate persistence, in order to consistently follow through on long-term strategy
- Familiarity with databases; experience with QuickBooks, Salesforce, and eTapestry preferred but not required
- Bachelor's degree required, Master's degree preferred

HOW TO JOIN OUR TEAM

If you are interested in learning more about how your passion and experience can help Breakthrough meet its mission and grow its impact, please submit your resume and a **thoughtful and targeted cover letter** outlining how your skills and experience meet the qualifications of the position and stating how you heard about this opportunity. Applications can be submitted to Elissa Spelman, Executive Director, at jobs@btgbmail.org. Materials will be reviewed on a rolling basis.