Program Operations Manager

David and Lucile Packard Foundation | Los Altos, California

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**Job Summary**

Reporting to the PRH Program Director, the Program Operations Manager is responsible for overseeing all operational aspects of the PRH Program. In support of PRH Program goals and commitment to effective grantmaking, the Program Operations Manager offers leadership to support effective operational systems, processes, and policies. In this role, the individual also ensures the program’s operations are working in accordance with Foundation-wide policies and procedures under the legal, finance, grantmaking operations, human resources, information technology, workplace services, and facilities domains. The Program Operations Manager is also responsible for managing and supporting the professional development of Program Associates (currently three). The individual also serves as a member of the Foundation’s Management Team.

**Responsibilities**

Specific responsibilities of the position include but are not limited to:

**Programmatic Operations**

The Program Operations Manager oversees program operations and strives for operational effectiveness, efficiency, and alignment with program goals, undertaking the following:

* Contributing to, developing, and overseeing operational infrastructure, systems, and processes that ensure effective grantmaking. Assessing and improving the same to ensure effectiveness
* Providing regular updates and reports on operations to the program director and team

**Grants Planning, Processing, and Management**

Working with PRH’s Program Associates and in coordination with the Grantmaking Operations team, the Program Operations Manager oversees the annual planning and ongoing processing of PRH grants, ensuring that grants are processed accurately, in a timely manner, and in accordance with Foundation policies and procedures.

**People Management and Development**

The Program Operations Manager provides supervision, support, coaching, and training for Program Associates in conjunction with Program Officers. This includes hiring of new Program Associates and Assistants.

**Budget Management**

The Program Operations Manager manages the operating and grants budgets, including:

* Developing the annual operating budget in coordination with the Controller’s Office and the Director
* Reviewing and reconciling monthly financial reports
* Managing contracting processes and coordinating payment of invoices
* Tracking operating budget spending and preparing quarterly reports

**Foundation-wide Coordination and Liaison**

This role requires coordination with multiple areas across the Foundation undertaking the following:

* Serving as a member of the Foundation-wide Management Team
* Coordinating quarterly Board dockets
* Coordinating schedules, tracking, and enforcing program and Foundation-wide deadlines
* Providing input into Foundation operations projects.
* Coordinating with the Controller’s Office and other Foundation work groups

**Other**

* Reviewing written materials, researching and staying abreast of grant-related issues
* Representing the Program Director and the PRH team in a professional way in all interactions and in alignment with team goals and the Foundation’s values
* Planning and managing program-wide meetings, including quarterly team meetings, and an annual global team meeting

**Qualifications**

We seek a candidate with the following:

Professional Qualifications

* A bachelor’s degree and a minimum of 5-7 years of relevant experience; a graduate degree is a plus
* Experience working with complex operations, workflows, and systems.
* Experience with budgets and quantitative aptitude
* Strong team management experience and a demonstrated ability to lead, motivate, and inspire team members including advisors based in other countries and the U.S. South
* Exceptional interpersonal skills with an ability to consistently maintain good working relationships, work effectively in a team setting, including with program support teams and grantees located internationally
* Demonstrated ability to provide constructive performance feedback and recommend necessary improvements with sensitivity and diplomacy
* Excellent verbal and written communication skills, including demonstrated proofreading and editing skills
* Strong project management skills, alongside an ability to anticipate, prioritize, and manage multiple tasks. Process improvement experience a plus
* Advanced proficiency with MS Excel, Word, Outlook, SharePoint, and a willingness to learn additional software as required. Design sense and creativity, a plus.

Professional and Personal Qualities

* Demonstrated knowledge and passion for the work of the PRH Program and the Foundation
* Equal knowledge and passion for creating, managing and adapting operational structures and systems for maximum performance
* Impeccable integrity and trustworthiness, with an ability to handle sensitive information effectively and confidentially
* Demonstrated ability to work both independently and collaboratively as a member of a team
* Professional demeanor that demonstrates warmth, dependability, responsiveness, initiative, flexibility, knowledge, and credibility
* Meets deadlines and handles pressure with poise; and responds with grace and flexibility in a rapidly changing environment
* Consistently maintains a positive attitude and strong working relationships
* Ability to work well with diverse colleagues with varied personalities and work styles
* Demonstrated respect for diversity and multicultural sensitivity especially within an international context
* Professional and emotional maturity with a good sense of humor

**Physical Demands**

Candidate must have the ability to communicate via voice telephone, read and understand written communication, and generate written communication manually and using a computer. Candidate must also have the ability to sit at a desk for 2-3 hours at a time, lift and move documents, and supplies not to exceed 25 lbs., and bend to file and retrieve documents.

**Compensation**

The Foundation offers an excellent benefits package and a salary that is commensurate with education and related work experience. The position is full-time, exempt, and located in Los Altos, CA.

**How to Apply**

Please send an email referring to job number **14-15-3100R** in the subject line along with a resume and one-page cover letter explaining your interest and how your skills and work experience fit the position to jobs@packard.org.

*The David and Lucile Packard Foundation is an equal opportunity employer and welcomes a diverse candidate pool.*

*The Foundation uses an outside firm to check the accuracy of information supplied by applicants.*

*No phone calls, please.*

*Principal applicants only.*

*More information about the Foundation can be found at www.packard.org.*