



Job Description: Strategy and Program Operations Assistant

Organization Background

[GHR Foundation](#) is a hope-fueled global funder of service to people and their limitless potential for good. In collaboration with partners and communities around the world, we re-imagine what's possible when accelerating progress on issues related to Children in Families, Education, Racial Equity, Alzheimer's Disease, Prepare the Future, and more.

When pursuing GHR's purpose we are guided by bold values, a flexible strategy, and courageous governance. In this way, the Foundation's impact goes beyond traditional grant-making to inspire transformational leadership within philanthropy and across the social sector. Internally, we nurture an intentional organizational culture that's open-hearted, creative, resilient, and centers racial consciousness in our relationships and collaboration.

Position Summary

This position reports to the Chief of Strategy and Programs (CSP)– the individual responsible for overseeing and supporting the full breadth of the foundation's programmatic effort. The Strategy and Program Operations Assistant is the key partner to the CSP helping manage her schedule, the key Board Committee for which she is responsible, oversight and reporting related to the Program Team's budget, supporting the CSP's leadership of the largest staffing group within the foundation and generally, playing a critical leadership role across the foundation.

The Strategy and Program Operations Assistant's specific responsibilities include providing leadership in the management and support of the Program & Results committee of the Board, providing proactive and detail-oriented management of the CSP's schedule, playing a leadership role within the Program Team identifying and supporting ways to bring cohesion to the team as a whole. The role will also be expected to provide support for the development, reporting and analysis of the Program Team expense budget, identify and implement opportunities for improving effectiveness and efficiency in the program operations of the team, provide critical communications support including drafting and editing correspondence to key internal and external partners, provide logistical support (for virtual, in-person and hybrid) for small and larger group meetings, and the production of materials (e.g. agenda, PowerPoints, board/committee materials) as well as a range of other general administrative tasks and projects as assigned.

Reporting and Collaborative Relationships

The Strategy and Program Operations Assistant reports to the Chief of Strategy and Programs, has a critical partnership with the Senior Strategy Officer and the Senior Director, Governance and Operations who both serve on the core team of the Program Team. This individual provides overflow support to the program area and grants management staff within the Program Team, and also serves as a key central resource to the small administrative team of the foundation overall.

Primary Responsibilities

- Provides comprehensive support to the GHR Chief of Strategy and Programs. These responsibilities generally include:

- Strategic calendaring support – includes managing complex and routinely changing calendars, prioritizing requests, scheduling meetings/calls across time zones, coordinating logistics. These tasks will require a *significant* level of effort.
- Anticipating and ensuring that the CSP is equipped with all needed advance materials prior to scheduled meetings (e.g. bios, agendas, slides, advance reading, etc.).
- Providing calendaring and other administrative support to the Senior Strategy Officer and the Senior Director, Governance and Operations.
- Producing materials to inform Board and leadership communications and/or external partners, on occasion needing to translate materials (using Google Translate) (typically from Italian or Spanish to English).
- Drafting and editing correspondence and communications materials to internal and external constituents.
- When travel resumes (GHR is currently on a travel moratorium) – arranging all travel details including reservations, accommodations, agendas and advance prep/materials, as well as related expense reports.
- Provides comprehensive support to GHR Foundation Program and Results Committee. These responsibilities generally include:
 - Coordinates board/committee document production with the Program Team, the Senior Strategy Officer and the overall Production Team including agendas, reports and presentations, liaising with team members on assignment timelines, producing high-quality and consistent formatting and copying/distributing materials.
 - Plans and executes logistics for meetings with multiple participants, using screen sharing, teleconferencing and other effective technology; manages set up and all pre- and post-event activities to ensure all sessions are well coordinated and executed with high impact.
 - Manages calendar, scheduling, logistics, travel (if needed) and associated communications with staff, directors, committee members and guests.
 - Maintains board and committee governing documents and minutes.
- Partners with the CSP and Senior Strategy Officer to develop, review, report and monitor to the Program Team's expense budget. Will also include administering and processing expense reports, invoices and bills for the team in alignment with the GHR financial system and Program Team budget.
- Plays a critical role in key internal meetings, including but not limited to:
 - Bi-weekly Program Leads meeting.
 - Special learning and/or retreats of the Program Team.
 - Preparation and debrief meetings for the Program and Results Committee.
 - Regular (to be determined) opportunities for the Program team to have social opportunities for team building, cohesion and fun (virtual, in-person and hybrid once safe to do so).
- Identifies and implements systems and process improvements in support of the Program Team overall.
- Serves as an integral part of the GHR administrative team and provides/requests assistance as workloads require to the Program Team and beyond as required.

Qualifications

The Strategy and Program Operations Assistant is a well-rounded professional with a minimum of five years' professional experience ideally supporting C-Level executives, and a genuine commitment to supporting a team committed to customer focus and the achievement of high-quality work.

- Bachelor's degree or equivalent experience required.
- High proficiency in Microsoft Word, Excel, PowerPoint, Outlook (email and calendar) and Zoom required. Experience with MS Teams, Concur, Google Translate, and Canva software is a plus. Openness to understanding / learning new technologies as they emerge in the increasingly virtual environment.
- Strong organization and project management skills including the ability to anticipate workflows and needs, handle multiple projects simultaneously, create/request clarity on multiple priorities, take initiative within a collegial work team and accomplish tasks with quality and attention to detail under a deadline.
- Strong interpersonal skills to effectively work with, and relate to boards of directors, family members, senior executives at peer foundations and partnership organizations, grantees and prospective grantees and community members at large.

- Strong written, visual and verbal communication skills to draft and edit documents using correct spelling, grammar, punctuation and formatting, with the ability to pay close attention to detail and proofread work carefully.
- Experience coordinating international travel with understanding of details involved.
- Comfort with financial analysis and budgets.
- Good judgement, discretion and confidentiality with sensitive information.
- Sense of humor.

Other required skills:

- Experience handling highly confidential matters in an appropriate manner.
- High degree of proficiency and patience in juggling complex calendars, and patience and understanding with the need to reschedule appointments as needed.
- Ability to manage a number of complex details and stay on top of them.
- Patience and poise under pressure.
- Proactive, ability to think ahead and anticipate needs and proactive follow up on details as needed.
- Comfort navigating with ambiguity, growth mindset and a continuous learning perspective.
- Ability to both work independently and as a part of a broader set of teams.
- Creative approaches to problems of all kinds.
- Alignment with [GHR purpose and values](#) and a commitment to advancing them, including a commitment to racial justice and equity.

Working Conditions

GHR is currently a fully remote work environment. Moving forward GHR will be a hybrid office (downtown Minneapolis) and remote work environment in which employees use office equipment such as personal computers, copiers, telephones; stand or sit at a desk for long periods of time (2-3 hours); may need to lift and move documents and supplies (not to exceed 25 lbs.); and bend to file or retrieve documents. Occasional domestic travel may be required.

GHR is an equal opportunity employer and will not discriminate against any applicant for employment because of race, color, religion, sex, national origin, disability, age, genetic information, or any other status protected by state or local law for an individual who falls within the jurisdiction of such law.

We respect and seek to empower each individual and support the diverse cultures, perspectives, skills and experiences within our workforce.

To Apply

Submit a cover letter and resume to jlynch@ghrfoundation.org. Please reference job #GHR414 in your letter. Application review will begin April 30, 2021.