



Director of Operations, Wilmington Learning Collaborative

Wilmington, Delaware, United States · Full time, Onsite

Description

The Wilmington Learning Collaborative (WLC) is a voluntary network of schools in Wilmington, Delaware, across multiple school districts. Currently composed of nine unique school communities representing three local public school districts, the WLC serves approximately 3,000 students in PreK through 8th grade. The Collaborative's goals are to create consistency for students, empower educators, school leaders, and communities, and improve outcomes for students in Wilmington schools.

In the summer of 2023, the Council hired Dr. Laura Burgos as the inaugural Executive Director to actualize the goals of the WLC. Over the past year, Dr. Burgos has led a [teaching and learning analysis](#) of WLC schools, identified three [Big Shifts](#), and laid the foundation for collaborative structures across schools and districts. The WLC's leadership team is equity-focused, future-oriented, and unapologetic in removing barriers to success for students and teachers. Their collective goal is to ensure that WLC schools have the resources, services, and relevant support needed to accelerate student achievement through investing in educator practice.

Summary of the Role

The Director of Operations reports directly to the Executive Director and will design and implement an organizational infrastructure that supports the WLC executive team in reaching its shared goals. The Director of Operations is a critical member of the executive leadership team, providing strategic leadership in support of implementing the WLC model at nine school sites.

This leader will oversee all financial operations, including invoicing, expense management, budget tracking, and financial reporting. This includes managing all WLC contracts and vendor relationships, providing operational support to the WLC leadership team and school partners, and monitoring the success of WLC as a fiscally responsible nonprofit entity. This includes developing an overall program implementation strategy, supported by designing key collaboration models and communication cadences. The Director of Operations serves as a liaison between the WLC and district partners, and serves as the WLC's budget manager, aligning budgetary allocations with WLC goals. As the organization's primary fiscal agent, the Director of Operations will support the Executive Director in managing the WLC's finances by developing operational and programmatic budgets, forecasts, and reports. The person in this role must bring a strong background in fiscal management. Their success will depend on their ability to be a strategic project manager, a self-starter, and a problem solver who can help bring clarity to a complex system and bridge gaps when conflict and misunderstanding arise.

Scope of Work and Responsibilities

- Develop and/or update operations manuals, employee handbooks, presentations, fact sheets, and messages in various multimedia formats for the Executive Director and other key officials to use as needed, highlighting the work of the WLC.
- Design and implement internal systems, processes, and tracking systems for all program elements across WLC schools. This includes building out a robust project management system for the WLC's work.
- Maintain a contract management system, tracking project status, vendor payments, contractual deliverables, and returns on investment.
- Communicate with various governmental agencies to ensure fiscal responsibility and transparency around spending priorities and WLC needs.
- Serve as a talent acquisition manager for WLC roles, interfacing with prospective candidates, coordinating the interview process, and drafting employment agreements with guidance from legal counsel.

- Consult with the Executive Director, Council, and school leaders to develop strategies and recommendations that will improve internal operating procedures.
- Under the direction of the Executive, interface extensively with the Council and Delaware Department of Education (DDOE) members to support the WLC's sustainable funding efforts and provide expertise and recommendations to Council members.

Skills Critical for Success

Emotional Intelligence

- Comfort with delivering feedback to peers, partners, and other stakeholders, and sharing unpopular opinions.
- Able to read the room, navigating the competing interests and motivations of others, while acting with integrity in a politically complex environment.
- Maintain confidentiality when trusted with sensitive information, data, and background context.

Problem Solving and Decision Making

- Able to lead complex and difficult tasks transparently and effectively.
- Demonstrate a deep understanding of the intricacies of an urban school system, including its political nature, the complexities of teaching, and the tools and supports necessary to improve student outcomes.
- Analyze complex, nuanced data from multiple angles and exercise judgment in making critical decisions, and communicate the implications to diverse audiences.
- Exhibit critical thinking skills with the ability to analyze data, identify trends, and diagnose root causes; then establish goals, metrics for success, and track results.

Equity Lens

- Demonstrate belief that each student can achieve at the highest levels; hold self and others accountable for promoting high expectations for the academic achievement of WLC schools.
- Lead courageously and intentionally to seek the voices of marginalized and historically silenced communities to invite diverse input regarding decisions that impact stakeholders directly.
- Engage in transparent decision-making and share with stakeholders how their input informs district decisions.

What You'll Bring

- Bachelor's Degree in education, nonprofit management, business, or a related field. An advanced degree is preferred, but not required.
- Experience with project management platforms, i.e., Asana, and tracking project outcomes.
- Minimum of five (5) years of full-time, paid, professional experience in a broad-reaching operations role with responsibility for internal operations and fiscal management.
- Experience working in a diverse, urban setting is required. Experience in a mid-sized metropolitan school district and/or state education agency is preferred.
- A proven record of success in strategy development and tactical execution of organizational processes, procedures, and initiatives.
- Proven cultural-competence skills with a history of inclusive and relevant equity practices.
- Ability to navigate uncertainty and ambiguity in times of tremendous change, and to prioritize work efforts to achieve the WLC's mission.

Benefits

The salary range for this leadership position is \$110,000 to \$125,000, commensurate with prior experience. Additionally, a comprehensive benefits package will be included in the ultimate

offer to the identified sole finalist. We look forward to discussing details with you as the interview process progresses.

Apply

Please email a resumé and compelling cover letter to wlcde@empowerschools.org. Your cover letter should detail how your values, aspirations, and experiences make you an ideal candidate for this work. Initial interviews will begin late July.