



Program Operations Manager, 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.

Summary of the Role

The Program Operations Manager reports directly to the Director of Educator Pathways and will design and implement an organizational infrastructure that supports signature WLC programs, including a suite of educator pathway programs and leadership development initiatives. The Program Operations Manager is a critical member of the WLC team, providing operations support in executing convenings, workshops, and network wide events at various locations. This team member will oversee planning and logistics, providing operational and administrative support to the WLC leadership team and project partners. This includes securing event space, managing vendor relationships, securing necessary supplies, coordinating travel, and managing communication with related stakeholders. This manager will design and disseminate key support documents, including responsibility charts, event registration, promotional materials, site maps, etc. The Program Operations Manager will provide customized support to both the Director of Educator Pathways and the Director of Professional Learning, ensuring that all

school-facing WLC events are effectively designed and executed at a high level of quality. Their success will depend on their ability to be a strategic project manager, a self-starter, and a problem solver who is keenly attentive to detail and proactive in responding to anticipated challenges.

Scope of Work and Responsibilities

- Develop and/or update operational checklists and manuals for all existing signature WLC educator support efforts i.e. Teacher Innovation Lab, Teacher Leadership Design Fellowships, Teacher Assessment Preparation Program, DTGSS Learning Walks, ELT Convenings.
- Lead all logistical planning for WLC recurring meetings and events, i.e. room reservations, meal orders, registration, space set up and design, decor, incentives, supplies, etc.
- Maintain an programmatic archive of presentations, fact sheets, and messages in various multimedia formats for the WLC Leadership Team and Council leaders to use as needed, highlighting the work of the WLC.
- Manage a robust project management system for the initiatives highlighted above, serving as an accountability manager to ensure on-track progress.
- Serve as a key point of contact with vendors, project partners, consultants, etc., ensuring clear communication and role expectations.
- Consult with the Executive Director, Council, and school leaders to develop strategies and recommendations that will improve program operating procedures.

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.

- Experience with project management platforms, i.e., Asana, and tracking project outcomes.
- Minimum of three (3) years of full-time, paid, professional experience in a broad-reaching operations role with responsibility for internal operations and event planning.
- 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 \$75,000 to \$90,000, 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 **laura@wlc-de.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 September.