



Chief Operating Officer Job Announcement

WHO WE ARE

Headquartered in Lowell Massachusetts, UTECH's promise is to ignite and nurture the ambition of our most disengaged youth to trade violence and poverty for social and economic success. We serve young adults, ages 17-25, with serious criminal and gang involvement in the Merrimack Valley area (Lowell, Lawrence, and Haverhill). UTECH's outcomes-focused model begins with intensive street outreach and in-reach within correctional facilities, specifically targeting proven high-risk youth "where they're at." UTECH engages youth in workforce development (running our own social enterprises in mattress recycling, food services, and woodworking), while also integrating educational programs (high school equivalency preparation and other core competencies). We provide intensive transitional coaching and counseling services, all within a two-generational approach (providing on-site childcare, parenting and a whole family approach for our young parents and their kids). Finally, our model prioritizes embedding social justice and civic engagement in all programming, including the opportunity for young adults to lead policy campaigns on issue areas that directly impact them (e.g., criminal justice reform).

THE ROLE

A new position, the COO will be a key agency leader, manager and strategist in the design and implementation of the next phase of the organization's development. Reporting to the Chief Executive Officer (CEO), the Chief Operating Officer (COO) will have overall strategic and operational responsibility for all UTECH programs, including managing a group of program directors. As the COO of UTECH, she/he/they will provide leadership to UTECH strategic planning processes and will lead the implementation of all programmatic initiatives. In addition, the COO will provide coordination for the UTECH senior management team; serve as liaison to UTECH programmatic partners; and work with UTECH's Board of Directors to keep them abreast of programmatic strategies and challenges. The COO will partner with the CEO/CFO and will contribute to the development, implementation, and management of the operational aspects of the annual budget.

This position will assume responsibility for all day-to-day management and decision making related to:

- Overseeing and aligning all UTECH programming and internal operations and administrative functions with success to ensure that staff can support its vision and programmatic priorities.
- Design and manage the programming to UTECH young adults
- Providing supervision to the leadership staff in the Programs, Evaluation and Social Enterprise units

- Ensuring agency development and DEI goals are achieved including the integration of young adult voice into program design and delivery.

The COO reports to the CEO and indirectly to the Board of Directors. The COO serves as the leader of and liaison between program staff and the CEO. The ideal candidate will be a leader who reflects the diversity of our communities and demonstrates a commitment and passion for our young adults and advancing racial equity and social/economic mobility.

RESPONSIBILITIES

Specific responsibilities of the executive director include, but are not limited to the following:

Coaching and Mentoring

- Provide leadership and management supports to direct reports in a manner that incorporates reflective practice, modeling, goal setting and consistent feedback.
- Identify opportunities for professional development that supports the growth of management and front-line staff,
- Provide supervision to managers that demonstrates and understanding of the professional goals, opportunities and addresses any challenges of everyone.

Programs & Operations

- Lead the overall strategic and operational responsibility for all UTEC programs and manage program and operational leads to identify priorities and ensure that each program stays on track to meet its goals.
- Identify opportunities for UTEC to leverage cross-program strengths to take advantage of new opportunities and/or to address organizational challenges.
- In collaboration with the Director of Talent, hire, manage, train, and develop programmatic staff to deliver excellent services and support to young adults.
- Manage overall quality of operations performance data to set and achieve continuous improvement goals.
- Consistently communicate plans and implementation to the CEO, Board and Senior Management team and ensures constant feedback – keeping all staff accountable for their responsibilities to fully integrate all departments and to resolve cross- functional issues.

Data Driven Learning & Continuous Operational Improvement

- Use data to ensure that the strategic vision translates into effective and efficient program service delivery and operations, learning from data on how best to improve program quality, consistently championing and influencing a culture that seeks continual learning and curiosity to ongoing improvement.
- Lead development of and reflection on UTEC's annual learning agenda, in alignment with strategic goals, defining where data and evaluation play a role in advancing UTEC's Strategic Plan.

- Challenge and support staff to look at information to drive future performance as well as in practical programmatic terms. Encourage senior leaders to triage and diagnose issues to determine course of action using real-time data.

Leadership

- Set strategic programmatic agenda in partnership with the CEO and carry decision-power over internal organizational priorities.
- Work with other members of the senior management team to create and represent unified leadership; constantly inform direct reports of expectations/decisions; ensure no communication gaps between any departments or with the CEO.
- Work collaboratively with the Board, to ensure that the Board is updated and has opportunities for strategic counsel in overall programs/operations.

Financial Responsibilities

- Responsible in conjunction with the CFO to set appropriate budgets, and accountable to manage within those budgets.
- Understand and communicate policies and procedures related to finance and HR policies and procedures.
- Supervise the Senior Director of Social Enterprises and provide oversight of the management of the social enterprise business budgets.

Culture & Accountability

- Ensure that addressing the needs and listening to the voice of UTEC young adults remain at the center of the agency's work.
- Represent and hold others accountable to representing UTEC's core values and continually monitor the environment to ensure the culture is vibrant within the organization.
- Influence the ongoing improvement of our team's project management's capacity to ensure that opportunities are fully executed at the highest quality, including demonstrating the balance of visioning and execution with a high level of attention to detail.
- Partner with UTEC leadership, external partners and staff to develop, drive, and monitor progress on key diversity, equity, and inclusivity initiatives.

SKILLS AND COMPETENCIES

An successful COO for UTEC will be an individual who can provide clear leadership to the organization, ensuring measurable impact in an ever-changing and unprecedented time. The COO will also be:

- Action-oriented, entrepreneurial, flexible, and innovative in their approach to operational management.
- Have excellent verbal and written communication skills.

- Flexible with their work schedule, including being available some night and weekends for events
- Bring a healthy sense of humor, and an ability to have fun while working hard.
- Exude a "can-do" mindset
- Value accountability and impact.
- Show dedication to social justice and have a passion for serving young people.

EXPERIENCE

Successful executive director candidates will likely possess the following:

- 10+ years successful senior leadership experience at a social impact organization.
- Background of success in process improvement, change leadership and change management.
- Leadership depth, maturity and collaborative skills to garner trust and confidence of direct staff, senior management staff, the CEO, and the Board of Directors
- Experience in supporting the professional development of direct reports through coaching, mentoring and a strengths-based approach,
- Analytic and decisive decision maker with the ability to prioritize and communicate to staff key objectives and tactics necessary to achieve organizational goals.
- Proven commitment and experience in advancing DEI agenda, principles, and practices.
- Master's Degree and/or a minimum of 7+ years in Business Administration, Finance, Economics, non-profit management, or its equivalent.

COMPENSATION AND BENEFITS

Salary commensurate with experience. Benefits include retirement 401K plan, health and dental (50-85% subsidized), 4 weeks paid vacation, holiday and paid sick/personal time, free counseling for all staff, and unlimited free coffee courtesy of Cafe UTEC!

UTEC is an Equal Opportunity Employer. TeamChild is committed to promoting an environment free of barriers and discriminatory practices for its clients, Board, and staff. All interested individuals, including people of color, women, persons with disabilities, and persons who are lesbian, gay, bisexual, transgender, and/or intersex are particularly urged to apply by providing a current resume via email to nicole@diversityrecruiters.com