

Manager, Project Operations Support, Program
Washington, Dist. Columbia

The Pew Charitable Trusts is driven by the power of knowledge to solve today's most challenging problems. Pew applies a rigorous, analytical approach to improve public policy, inform the public and invigorate civic life.

We are an independent nonprofit organization – the sole beneficiary of seven individual trusts established between 1948 and 1979 by two sons and two daughters of Sun Oil Company founder Joseph N. Pew and his wife, Mary Anderson Pew.

Our work lays the foundation for effective policy solutions by informing and engaging citizens, linking diverse interests to pursue common cause and insisting on tangible results. Our projects encourage efficient, responsive governments – at the local, state, national and international levels – serving the public interests.

With offices in Philadelphia, Washington, DC, Brussels and London and staff in other regions of the United States as well as Australia, Pew provides an exciting learning environment and the opportunity to work with highly talented individuals. We are a dynamic, rapidly evolving organization that values creativity and innovative thinking and fosters strong teamwork with mutual respect.

Program Operations

The program operations unit is housed within program and led by the Senior Director, State Campaigns. The unit provides operational support to the entire program division and functions as a key liaison to Pew's operating units for finance, human resources, information technology, real estate services, and other division-wide initiatives. The operations work of the division is performed by two major groups: (1) a centralized operations management and coordination team and (2) project operations support clusters. Project operations support staff – teams that report directly to respective program areas – provide operations support to specific TOPs or project portfolios. The project operations support staff primarily support contracts and budgets.

Position Description

This position will temporarily report to the Senior Director, State Campaigns, and ultimately report to the Vice President, State and Local Government Performance, and lead a team of five project operations support staff for the state and local government performance portfolio. The team's primary responsibilities will be to work with project teams and Pew's operations departments to develop contract documents and project budgets. The manager will provide oversight over the development of statements of work, deliverables, payment schedules, and other contract requirements and provide direct operations support for at least six projects. The candidate will work closely with Pew's contracts and procurement services team (CAPS) to facilitate contract review and approval. As needed, the manager will liaise with vendors and participate in contract negotiations. In collaboration with Pew's finance department, the manager will work to develop project budgets for the portfolio and monitor spending and donor funding. A successful candidate will become familiar with the core project work and be able to execute contract activities. The position is located in Pew's Washington, D.C., office.

This role will require the candidate to develop an understanding of institutional and program-specific policies and procedures, foster strong relationships across functional areas, and maintain knowledge of the organization.

- Management and oversight:
 - - Supervise, mentor, and manage a team of Project Operations Support Associates and Senior Associates in the state and local government performance portfolio.
 - Ensure the team is adequately trained on their roles, processes, procedures and policies.
 - Work with centralized operations to facilitate communication and coordination of program's program operations team.
 - In collaboration with project teams:
 - Lead efforts to determine when there is a need for a contract, contract extensions, amendments, or renewals; support vendor selection as needed.
 - Play significant role in drafting contract deliverables, statements of work, and contract budgets.
 - Lead the development and completion of all required forms and contract documents that are submitted to CAPS; participate in the CAPS collaboration process to facilitate review and approval of contracts; and coordinate with vendors and project staff to access needed information.
 - Review all documents for compliance with Pew's policies and procedures.
 - As needed, facilitate communications to explain special cases and unique circumstances for certain agreements.
 - Monitor and track contractor/vendor payments and expenditures to confirm deliverables are met and invoices coded properly.
 - Participate in vendor negotiations as needed.
 - Provide support in developing and monitoring project budgets:
 - - As key liaison to project director(s) and Pew's finance staff, collaborate to develop project budgets and document budget assumptions.
 - Assume lead role in monitoring project spending against budget via monthly financial reports and revise forecasts as needed.
 - Monitor donor funding and advise program as needed.
 - Collaborate with finance to process financial transactions such as check requests and reimbursements in an accurate and timely manner. Ensure that project financial transactions are properly coded and tracked.
 - Work with project director(s), philanthropic partnerships, and finance to prepare any necessary grant proposal budgets. Coordinate and track the project-level deadlines for reporting to external donors.
 - Work closely with program staff to keep them informed of financial activity.
 - Provide other operational support:
 - - Maintain knowledge and expertise about Pew's policies and procedures primarily related to contracts, procurement, lobbying, and finance/budgets; comply with all relevant policies.
 - Play key role in communicating policy changes to project teams.
 - Lead quality control efforts and roll-out of all new initiatives for assigned project teams.

- Identify operational challenges and risks and work with teams to develop solutions.
 - Participate in department and project related activities and staff meetings. Manage other special projects as needed
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- Bachelor's degree required.
 - A minimum of 8 years of relevant professional experience; operations experience strongly desired.
 - Minimum of 2 years of previous direct supervisory experience required including experience managing performance management processes for direct reports and providing career development advice, coaching and counsel.
 - Experience developing and managing contracts.
 - Sound financial management experience, including developing, monitoring and revising budgets.
 - Strong problem-solving and analytical skills.
 - Keen attention to detail and outstanding organizational skills. Able to balance multiple priorities, organize time and work autonomously on discrete projects.
 - Strong written and oral communications skills, including demonstrated ability to summarize complicated issues in a clear, effective writing and presentation style.
 - Ability to work professionally and collegially within a creative, fast-paced and corporate culture that emphasizes excellence and teamwork.
 - Strong interpersonal skills, including the ability to develop and manage productive relationships with staff, consultants and partners. The ability to work collaboratively with various departments, individuals, and external partners.
 - Self-directed and accepts full responsibility for completing assignments and resolving issues. Ability to think proactively, take initiative and see tasks through to completion with appropriate follow-up.
 - Ability to understand organizational structure and work through administrative systems and processes.
 - Knowledge of and demonstrated proficiency in the use of the Microsoft Office suite of products (specifically Word and Excel) and electronic calendar systems (specifically Outlook).

The Pew Charitable Trusts is an equal opportunity employer, committed to a diverse and inclusive workplace. Pew considers qualified applicants for employment without regard to age, sex, ethnicity, religion, disability, marital status, sexual orientation or gender identity, military/veteran status, or any other basis prohibited by applicable law.

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