

MATRICULATE

Senior Vice President, Program and Operations
New York, NY or Remote

Position:	Senior Vice President, Program and Operations
About Matriculate:	<p>Matriculate is a national nonprofit working to ensure the nation's talented, diverse students from low-income backgrounds have the opportunity to attend college and thrive, and our mission is to empower high-achieving high school students from low-income backgrounds to make the leap to our nation's top colleges and universities. As such, Matriculate is committed to partnering with communities of staff, high school students, and undergraduate Advising Fellows to foster a diverse, equitable, and inclusive organization. We seek to build a team that is active in contributing to advancing and sustaining a culture in which all lived experiences are welcome. As an organization committed to diversity, equity, and inclusion in theory and action, our vision is that one day all students in America will have access to and be effectively supported at a variety of colleges and universities—regardless of their race, income or background—which will give them a unique opportunity to change the trajectory of their lives and the lives of their families.</p> <p>Matriculate is working to build an America in which all students have a fair shot at attending and succeeding at their college and/or university of choice- including institutions in which have long been reserved primarily for individuals from an affluent background. To do so, we empower teams of undergraduates to provide free virtual college advising to high-achieving high school juniors and seniors from low-income backgrounds. Equipped with more than 50 hours of training, undergraduate Advising Fellows provide the information, guidance, and support that these high school students need to apply to, gain admission at, and excel in the best institutions. Matriculate is working to build an America in which all talented students have a fair shot at top colleges and universities long reserved primarily for the elite.</p> <p>Matriculate is committed to creating a diverse organization and fostering an equitable and inclusive culture. We believe in the power of team, people-centered approaches, equity-centered philosophies and practices, and a dedication to meaningful, lasting impact. With this in mind, we strive to be a place in which individuals can engage in meaningful work, contribute to the mission, collaborate with colleagues and stakeholders, and also experience a culture in which there is room to reflect and grow, refine practices, contribute and collaborate, deliver outcomes, and have the spaciousness needed to rejuvenate in order to be your best self.</p> <p>Matriculate is a founding partner of Bloomberg Philanthropies' college access and success initiative called CollegePoint, which aims to help as many as 65,000 students to apply to, enroll in, and graduate from the best colleges and universities.</p>
Position Overview:	The Senior Vice President of Program and Operations plays a critical role at Matriculate. As the principal internal leader responsible for overseeing

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our day-to-day operations, driving strategic growth, and serving as a critical member of the executive team, the SVP will be responsible for providing strategic leadership and oversight to the operational functions of Matriculate, ensuring programmatic effectiveness, as well as fostering and nurturing a positive organizational culture. The SVP is ultimately responsible for overseeing the organization's program model, delivery, and impact.

As our organization enters a new phase of growth and evolution, you will serve as a strategic and visionary leader to help us navigate this transition. The ideal candidate will have a proven track record of managing change and driving organizational transformation, and will be able to develop and execute a comprehensive operational strategy that positions us for continued success. In this role, you will play a critical role in evolving our organization from an earlier stage to a more advanced, mature stage, including the strategic development of tech products and systems. This will require a strong focus on optimizing our operations, developing and implementing new processes and systems, and fostering a culture of innovation and continuous improvement.

The SVP is responsible for managing 3 direct reports (Vice President of People + Culture, Managing Director of Programs, Director of Finance) and works in close collaboration with the Vice President of External Affairs and the Director of Strategic Initiatives and Communications.

As our SVP, you'll report to the President and CEO and work alongside other members of the Operating Committee (OpComm) and the Cross Functional Leadership Team (CFLT) to define Matriculate's organizational direction, develop and implement strategies that will increase programmatic impact, enhance operations, and provide oversight to ensure that the annual and strategic goals are achieved in accordance with Matriculate's values and vision. This includes driving strategic growth, managing change, and ensuring that we continue to deliver high-quality programmatic outcomes while maintaining efficient and effective internal operations, and fostering a healthy, inclusive, and collaborative work environment. In this role, you will have the opportunity to make a significant impact on our organization and the communities we serve. As our SVP of Program and Operations, you'll be instrumental in driving our continued growth, optimizing our operations and tech solutions, ensuring programmatic success, and fostering a culture of innovation and excellence.

As the SVP, you will:

- provide strategic direction and leadership in the areas of operations, including program, finance, budgeting, human resources, technology, facilities, legal and risk management.
 - work collaboratively with our President and CEO and other leaders to develop and execute a comprehensive operational and programmatic strategy that aligns with our mission and values as well as our grant commitments
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	<ul style="list-style-type: none">● foster and cultivate a positive and inclusive organizational culture that centers diversity, equity, and inclusion (DEI) and aligns with the organization's mission, vision, and values.● anticipate challenges and problems before they occur, and quickly lead others in implementing a variety of effective and realistic solutions in a timely manner <p>The successful candidate will further codify and strengthen Matriculate's operational policies, procedures, and systems to ensure efficient and effective day-to-day operations, compliance with relevant laws and regulations, and alignment with the organization's strategic goals and objectives. This position requires deep understanding of and commitment to our mission paired with being a strong finisher and having the ability to identify "third way" solutions. Central to the role is possessing excellent communication skills, knowledge and implementation of industry best practices, superlative judgment and integrity, and a high degree of self-direction and accountability. In addition, the successful candidate will have an equity mindset, commitment to ongoing learning and improvement, effective people & team management experience, and an unwavering outcomes-orientation.</p> <p>This is a full-time position with a competitive salary and comprehensive benefits package.</p>
Position Responsibilities:	<p>Key Responsibilities include:</p> <p>Provide operational leadership the organization needs to achieve its mission</p> <ul style="list-style-type: none">● Provide strategic direction and leadership in the areas of operations, including programs, finance, budgeting, human resources, technology, facilities, as well as legal and risk management● Be accountable for the successful development and execution of Matriculate's operating plan, program success in partnership with program leaders, and KPIs.● Develop and implement operational policies, procedures, and systems to ensure efficient and effective day-to-day operations, compliance with relevant laws and regulations, and alignment with the organization's strategic goals and objectives.● Build a shared understanding across the organization of shared processes, in a way that is documented, clear, and readily accessible.● Identify, scope, resource, and prioritize software products that help us improve human productivity for manual, routine, and high-volume tasks, so that our team can direct their focus to more advanced functions such as collaboration, decision-making, and learning.● Prepare and deliver all-staff training, with ongoing support, in order to achieve and maintain a baseline level of skills, behaviors, and comfort across all staff for our core processes and systems.● Under the direction of the President and CEO, collaborate with other organizational leaders and the Director of Strategic Initiatives &

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Communications to develop and implement strategic plans, initiatives, and goals.

Ensure strong program outcomes

- Oversee Matriculate's program strategic direction by applying evidence-based and research-informed best practices.
- Drive Matriculate goals for scale, experience and impact across all program dimensions: High School and College student Recruitment, College Advising, and Learning and Innovation.
- Develop and manage program budget and long-range financial forecasting models.
- Ensure the development, implementation, and integration of program initiatives meet or exceed goals and are achieved on time and budget.
- Guide resource allocation decisions to achieve program goals utilizing data-driven decision-making.
- Support the team in creating and sustaining relationships with program partners, institutions and external stakeholders.
- Develop systems, processes, policies, and tools to increase effectiveness and capture program knowledge.
- Develop and recommend programmatic structures and operational efficiencies to ensure our program is best positioned to reliably and sustainably achieve impact, while employing a racial justice and equity lens.
- Provide oversight to the team in establishing an organizational learning agenda and overseeing programmatic evaluation plans including formative and summative assessments with clear suggestions for improvement.

Manage and support the Operating Committee (OpComm)

- Serve as an Executive Leader and member of the Operating Committee and collaborate with other departments and teams to ensure cross-functional coordination and cooperation.
- Foster equity-oriented culture with an outcomes-orientation inclusive of leading organization-wide annual planning, setting and on-going progress monitoring of performance expectations, conducting performance evaluations, and providing ongoing feedback to ensure high performance and professional growth.
- Foster a collaborative and inclusive team environment that promotes open communication, innovation, and continuous improvement.
- Champion diversity, equity, and inclusion within the organization, and ensure that all employees feel valued, supported, and engaged.
- Drive efforts to enhance employee retention, development, and satisfaction through strategic initiatives.
- Build and maintain positive relationships with internal and external stakeholders, including staff, board members, donors, partners, and vendors.

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	<p>Serve as an organizational leader and a participant in shaping Matriculate's strategy</p> <ul style="list-style-type: none">● Model and institutionalize putting student outcomes first, developing a culture of rigor, knowledge, transparency, and improvement.● Provide input and expertise on operational, programmatic, and people-centered aspects of the organization's strategic direction.● In partnership with the Director of Strategic Initiatives & Communications, provide oversight and progress monitoring of operational strategic goals, identify and address challenges and opportunities, and recommend adjustments to ensure successful implementation.● Prepare for committee meetings, contribute to the development of board materials, and report on internal operations, program, audit, etc.
<p>Candidate Qualifications:</p>	<p>To fulfill these responsibilities, the ideal candidate will have/be:</p> <ul style="list-style-type: none">● Deep understanding and commitment to the mission, vision, and values of Matriculate● Bachelor's degree required● At least 15 years of progressive leadership experience in operations and/or human resources, preferably in the nonprofit sector; prior experience in program leadership or consulting is a plus● Experience as an exceptional people manager with a proven track record of effectively building and leading high-performing teams, developing talent, fostering a positive organizational culture and building high-performing organizations● Strong interpersonal, communication (both written and oral), and relationship management skills with the ability to effectively collaborate with staff at all levels, board members, donors, and external partners in a diverse and dynamic team environment● Flexible and adaptable style; a leader who can positively impact both strategic and tactical operational and cultural initiatives● Excellent strategic thinking, planning, and execution skills, with the ability to translate strategy into action● Ability to work both independently without close oversight within an entrepreneurial, fast-paced and growing organization but also a team player who will productively engage with others at varying levels of seniority within and outside Matriculate● Excellent judgment and impeccable integrity● Demonstrated commitment to the values of diversity, equity, and inclusion● Willingness to travel domestically (at times ~20%)● Strong organizational and time management skills with exceptional attention to detail● Strong command of MS office suite and remote communications methods
<p>Location:</p>	<p>We have a flexible, hybrid model for NYC-based staff. Employees in other areas are fully remote.</p>

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Compensation:	The starting salary, which is commensurate with qualifications and experience, is in the \$131,250 to \$168,000. This is accompanied by a comprehensive benefits package that includes health, vision, and dental plans; 10 paid holidays and December 25th through January 1st; generous PTO; a flexible work schedule and remote work opportunities; professional development and personal growth opportunities; etc.
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To Apply:

Submit an email with the following details and attachments to careers@matriculate.org. Please note that applications will be reviewed on a rolling basis. Submission of a complete application requires:

1. Attach PDF versions of:

- a. A tailored cover letter
- b. A resume

Subject line: “SVP of Program and Operations application, [your name]”

Applications that are not submitted in accordance with these instructions or are missing documents will be deemed incomplete and will not be considered. All applications will be reviewed on a rolling basis until the role is filled.

Matriculate is proud to be an equal opportunity employer and does not discriminate on the basis of race, age, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, gender identity or expression, etc. All qualified applicants are encouraged to apply.