

Organizational Overview

As an independent chapter of a nationwide organization, *Friends of the Children-Boston (Friends-Boston)* creates generational change by engaging children from high-risk communities in twelve and a half years of transformative mentoring relationships. From kindergarten through graduation, no matter what.

At *Friends-Boston*, we do not shy away from actively seeking out and serving the highest risk kids facing extreme barriers to success. To achieve our mission, we identify children facing the hardest challenges, and relentlessly dedicate our resources to them for their entire childhood—from kindergarten through high school graduation. We call the high-risk children we serve “Achievers” to demonstrate our belief in their potential to succeed, just as we call our professional mentors “Friends” because they are forming meaningful relationships with our youth. *Friends-Boston’s* long-term goal is that Achievers will graduate from high school and succeed in college. We select children from high-risk communities in kindergarten and provide them with weekly support every year for 12.5 years. www.friendsboston.org

Position Overview:

The Chief of Staff will partner with the Executive Director (ED) to set, manage, and implement strategic objectives, key initiatives and organizational operations. The Chief of Staff is a trusted advisor to the ED and other senior leadership team members in working to advance our organizational goals. She/he will be an integral member of the senior leadership team helping to connect and create consistency across all aspects of the organization, as Friends-Boston works to deepen the impact of our mission and expand our reach.

Friends-Boston has developed a three year strategic plan detailing the organization’s growth. The new Chief of Staff position will be instrumental in overseeing the implementation and evaluation of this plan. The Chief of Staff must be able to establish and build trusted relationships with all employees and serve as a conduit and initial point of contact to the ED. She/he will actively engage with all aspects of the organization in order to understand and gather information on strengths, challenges, opportunities and threats (SCOT). The Chief of Staff will provide timely and consistent progress reports for on SCOT, organizational performance, climate, employee well-being/mindset to the ED and Senior Leadership Team.

On a daily basis, the Chief of Staff will seamlessly manage the operations of the organization to ensure smooth, effective and efficient delivery of our mission. She/he will ensure that organizational policies and procedures are up to date, understood and followed. She/he will support and assist the staff with initiation and implementation of initiatives as needed.

Chief of Staff will have 1 to 3 direct reports to start, including a full time operational staff member and contractual consultants.

Responsibilities:

Friends-Boston’s operation has nearly doubled over the past 12 months, which has created greater demand for its services and tested the capacity of staff and infrastructure. The Chief of Staff will provide leadership and operational support to enhance planning and coordination among staff, partners, and board of directors.

Executive Director Partnership (30%)

- Provide high level support and strategic thought partnership to the ED
- Work with ED to pace and drive organization development, including analysis and implementation of priorities, partnerships, and infrastructure needs.
- Provide ED with accurate and timely analysis on the overall performance of the organization

- Strategically “manage-up” to support Executive Director in managing her priorities and act as a buffer to sort through and prioritize high impact/importance/urgent initiatives and tasks
- Work in collaboration with other senior leadership team members to lead from where they are individually and as a team.
- Represent the Executive Director in her absence when appropriate and necessary in both internal and external capacity.
- Work with Executive Director and other senior leadership members to identify new areas of work to advance organizational mission, including but not limited to advocacy and public interests initiative.

Operational and Administrative Management (30%)

- Explore, recommend and implement HR, Finance, IT and other administrative systems and solutions to integrate operating infrastructure with programmatic efforts, with a special emphasis on integration of human-centered technology solutions
- Work closely with our finance consultants and Board finance committee to manage the budget and ensure highest level of financial control of the organization including but not limited to managing and approving daily financial transactions, provide accurate and comprehensive monitoring and reporting on income and expense budgets and financial forecast, successful completion of the annual auditing and tax filing
- Take the lead on organizational compliance monitoring to ensure we meet and exceed all legal, safety, public health, and all other governmental compliance and regulations in our daily operation
- Procure, manage and evaluate all external vendors who provide services critical to our mission
- Oversight of facilities and primary point of contact with our landlord

Organizational Leadership and Strategic Planning Implementation (30%)

- Oversee Strategic Plan master work plan to ensure timely progress
- Serve as a senior-level thought partner, mentor, and bridge builder for organization as whole.
- Define and develop standard organizational practices and processes to align initiatives and evaluate progress against strategic plan goals.
- Plan and lead yearly work plan retreat to support staff in their individual and collective goal-setting process, resource allocation and team-building to create a culture of planning and team cohesion.
- Streamline work flow, identifying areas of redundancy and gaps in staff responsibility
- Oversee Strategic Plan balanced scorecard goals and monitor and be prepared to report on the results at to staff, Board, and key stakeholders
- Board engagement leadership including recruitment, strategic engagement, committee liaison, meeting preparation.

Other (10%)

- Support programmatic efforts as needed and when appropriate
- Support organizational fundraising efforts, including but not limited to, events, donor cultivation, annual mailing and funder visits
- Actively contribute and participate in organizational-wide activities to advance the overall success of our organization and delivery of our mission
- Be an active participant and contributor to developing and maintaining a healthy organizational culture with a focus on organizational core values
- Other duties as assigned

Required Skills and Attributes

- A great sense of humor
- Strong leadership and supervisory skills; ability to direct and motivate
- Strong work ethic and sense of responsibility

- A persuasive and passionate communicator with outstanding written and verbal communication skills.
- Action-oriented, entrepreneurial, flexible, and innovative approach to operational management.
- Excellent interpersonal skills; able to build trusted professional relationships with employees across all levels of the organization.
- Proven ability to track, prioritize, and drive multiple concurrent projects to success. This position is expected to utilize data to communicate needs and to support high-quality business decision-making.
- Ability to stay composed and thoughtful in a complex environment
- A growth mindset and belief that learning can happen anywhere and from anyone

Qualification

- Strong verbal and writing communications skills
- A minimum of 7 years of experience in senior leadership position that entails project management and staff supervisory responsibilities
- Previous direct service experience with children and teens a plus
- Experience with financial and human resources strongly preferred
- Proficient in Microsoft and Google G-Suit technology platforms and tools strongly preferred
- Bachelor's Degree required; advance/professional degree in human service related fields preferred
- Demonstrate proficiency and commitment to racial equity and social justice

How to Apply

Friends of the Children-Boston offers a collaborative team of colleagues who are passionate about the mission and a flexible work environment. Salary commensurate with experience. To apply, candidates should review the *Friends-Boston* website and submit a resume and a thoughtful cover letter explaining why you would like to be considered for this position to [hiring@friendsboston.org](mailto: hiring@friendsboston.org). Please include "Chief of Staff Position" in your email subject line. Position is open until filled.

Friends of the Children-Boston is an Equal Opportunity Employer.