

JOB SCOPE DESCRIPTION

Managing Director – Brazelton Touchpoints Center

Drafted: August 2018

INTRODUCTION

The Brazelton Touchpoints Center was founded in 1996 by T. Berry Brazelton, MD, and colleagues and is based in the Division of Developmental Medicine (DDM) at Boston Children's Hospital (BCH), a Harvard Medical School teaching hospital. Together with families, providers and communities, the Brazelton Touchpoints Center develops and applies knowledge of early childhood development to practice and policy through professional and organizational development, evaluation, advocacy and awareness, and serves as a resource for proven practices. BTC is also home to the Office of Head Start and Office Child Care National Center on Parent, Family, and Community Engagement. Learn more about BTC at www.brazeltontouchpoints.org.

The Brazelton Touchpoints Center (BTC) seeks a Managing Director with passionate commitment to BTC's mission, to oversee and manage key aspects of operations and programs, including data driven operationalization and implementation of strategic plans and priorities, and cross-learning and integration across BTC's rich and varied professional development, organizational learning and change, research and evaluation, and communications and marketing programs.

Among the primary responsibilities of the Managing Director will be to supervise program directors and financial reporting and operations managers; to lead an analysis of administrative processes, policies, and staff roles; and to plan for, oversee and manage the implementation of improvements and efficiencies based on that analysis. Responsibilities will also include administration and finance, including budgeting, financial management, employee relations and human resources; project management and planning; oversight of office management and information technology needs and uses; and cultivation of senior level relationships with DDM and BCH in consultation with the Director of BTC. The Managing Director will report to the Director of BTC.

OVERSIGHT AND RESPONSIBILITIES:

Continuous Improvement and Learning/High Performance Planning, Project Management, and Implementation

- Operationalize strategic planning into feasible tactics, measurable performance metrics and achievable outcomes
- Collaborate with BTC senior leadership colleagues to create and use dashboards, Key Performance Indicators, and other tools for financial and organizational measurement and planning, for example, to inform efforts to boost revenue, increase margins, and reduce costs
- Provide project management support to senior leadership colleagues through new tools and practices that improve performance
- Create, identify, improve and apply systems and processes for maximizing efficiency, organizational integration, cross-learning and impact

Employee Relations/Human Resources

- Supervise BTC program directors (professional development, training and technical assistance, research and evaluation, communications and marketing) and operations and finance managers
- In collaboration with BTC operations manager, analyze and improve human resources policies, processes, staffing and infrastructure in accordance with BCH human resources requirements, and where possible or necessary, make improvements and changes to improve work flow and create efficiencies
- Facilitate the hiring process, and partner with managers and program directors to assist them through the process
- Review and improve the employee onboarding process

- Drive the annual review process; help develop and execute staff professional growth and succession plans
- Foster a respectful and trusting organizational culture in which all staff feel they have a resource for staff disputes, workplace concerns, etc.
- Institute no- and low-cost strategies that are consistently administered to support staff morale and collaboration, and foster a relational organizational culture that encourages continuous learning, improvement, and innovation

Budgeting and Finance

- Facilitate the annual budgeting process and help manage budgets throughout the year in coordination with the finance reporting manager and program directors
- Supervise the BTC finance reporting manager and provide leadership and direction on budgeting, financial reporting, and other accounting and fiscal activities, including the review and execution of contracts and grant-related as needed and appropriate, and in accordance with BTC, DDM, and BCH policies

Office Management and Information Technology

- Supervise the office manager and related operations staff to ensure the smooth operation of the Boston office
- Ensure that staff understand and effectively utilize BCH Information Technology (IT) resources and services
- Maintain a level of knowledge regarding information technology to inform BTC IT capacity development to complement BCH IT resources and services
- Lead and manage the multi-step process to select, migrate to and implement a new Client Relationship Management (CRM) system

Additional Duties

- Serve as a primary point of contact and liaison with DDM, attending division meetings and representing BTC in consultation with BTC Director, and interfacing with Hospital personnel as needed, e.g., in Human Resources, Information Technology, Office of General Counsel, Office of Sponsored Research, etc., in consultation with BTC Director and relevant program directors
- Assist in performing all tasks necessary to achieve the organization's mission
- Provide risk management oversight

REQUIRED KNOWLEDGE, EXPERIENCE, AND ABILITIES

Experience:

- Master's Degree required in Project Management, Nonprofit Management, Leadership, Organizational Management, or MBA, or other relevant degree; professional certification such as CPA or CMA strongly preferred.
- 15+ years of highly relevant experience that includes 5 + years of leading a medium-sized organization or division of a larger entity
- A minimum of five-years experience in project management; current PMI Certification strongly preferred

Ability to:

- Foster and cultivate relationships and opportunities, both externally and internally.
- Create and assess financial statements, budget documents, key financial indicators and dashboards, forecasts and analysis.
- Recognize and be responsive to the needs of all constituents and stakeholders of the organization, including customers, vendors, strategic partners, government agencies, and employees.
- Supervise senior level staff, including regular progress reviews and plans for improvement.
- Communicate effectively in both written and verbal forms.

- Analyze, assess, and improve existing processes and policies, and develop new ones as needed that create greater efficiencies, transparency, and equity.

Knowledge of:

- Federal and state contracting and grant processes, policies and opportunities
- Contracts, including standards in contracting, contract negotiation and analysis, and implementing/honoring contract clauses
- Accounting systems, processes, standards and protocols

Familiarity with

- Continuous quality improvement/improvement science methodologies and processes
- CRM systems such as Salesforce or Raiser's Edge, with experience in data and systems migration
- Information technology, including hardware and software, and a willingness to learn new technologies, systems, and tools

Additional:

- Demonstrated professionalism, business acumen, interpersonal, written and verbal communication skills, adaptive and distributive leadership experience.
- Meticulous attention to detail and accuracy.
- Proficient with Microsoft Office Suite, Adobe Professional, and other pertinent software

Reports to: Director, Brazelton Touchpoints Center

Salary: Commensurate with experience

Benefits: BCH employee benefits

Please submit a cover letter, resume/CV, writing sample, salary history, and list of references (to be contacted after your candidacy has been confirmed and with your permission) to Alisa Serraton Cazeau at AlisaCazeau.Serraton@childrens.harvard.edu with the subject line "Managing Director."