



At New Memphis we believe there is so much to celebrate about our city, but one of Memphis' greatest qualities is its people. We've made it our business to develop, activate, and retain talented leaders in our city for the past three decades.

Because we understand that great people are what make a city successful, we intrinsically understand that great people are *also* what make an organization successful. We are currently looking to grow our team, and you might be the leader who fits the bill.

Title: Senior Manager of Leadership Programs

Can you command a room? Do you know how to empower others to utilize their individual "superpowers"? Do you get energy from bringing people together and a thrill from connecting others to opportunities? Reporting to the Director of Leadership Programs, the Senior Manager of Leadership Programs supports New Memphis' leadership and development programs by enhancing the skills of professionals and building community change agents. This energetic professional is a confident facilitator, gifted communicator, and natural builder of authentic relationships. This is someone who has a passion for Memphis and believes the people of this city are what makes lasting change possible.

Position responsibilities include:

- Serve as a principal leader of New Memphis leadership programs, including Fellows and Embark.
 - Manage all aspects of the program experience, and meet or exceed the goals set for the program
 - Attend and direct assigned program sessions, and facilitate portions of the program's curriculum
 - Manage the logistics and content of program sessions including:
 - Create class calendars with details on each session
 - Oversee class location, agenda, vendors, required transportation, and necessary supplies
 - Ensure completion of any pre and post program assessments and pre-work required of participants
 - Cultivate, manage, and strengthen relationships with content facilitators and guest speakers to ensure excellence and continuity in their work within the curriculum, programmatic success and future growth
 - Solicit guidance and feedback on curriculum from subject matter experts, program stakeholders, and New Memphis Trustees
 - Annually evaluate partnerships to ensure they drive impact, compliment strategy, and continue to align with the New Memphis mission
 - Build relationships with class participants during their program experience, driving their connection to New Memphis and the Memphis community as a whole
 - Lead communications with each class and foster interaction and engagement among participants during and between classes
 - Enter and maintain accurate and complete records of all data relating to the Fellows and Embark program within Salesforce
- Create and refine curriculum for New Memphis programs and events to develop and activate talent
 - Design sessions and content for professional development offerings, including classes, workshops, conferences and any customized training
 - Work with Director of Leadership Programs to refine program content, curriculum, and initiatives based on feedback from participants and stakeholders
 - Develop a programming repertoire for leadership initiatives and serve as a thought leader for continuous professional development opportunities for stakeholders
- Facilitate leadership workshops, programs, training, and team building sessions for New Memphis programs and stakeholders

- Analyze all aspects of leadership programs through effective evaluation mechanisms to measure efficacy
 - Ensure the thorough collection of Leadership program evaluation data
 - Develop and communicate programs' goals and metrics with measurable Key Performance Indicators (KPIs); monitor industry trends, and best practices
 - Collect data from Embark and Fellows participants in pre- and post-program surveys, as well as in post-session surveys and focus groups
 - Monitor success, driving qualitative and quantitative data collection efforts to track, analyze, and leverage data to inform strategy, continuous improvement and growth
 - Produce twice annual impact reports that showcase program initiative outcomes, identifying areas of success and opportunity
 - Work with Director of Leadership Programs to analyze evaluation data and deliver impactful story in support of outcomes to Director of Community Impact
 - Drive continuous improvement in leadership programs by implementing industry trends and best practices
 - Communicate evaluation results for New Memphis programs and ongoing program impacts with stakeholders such as corporate executives, philanthropists, non-profit directors, elected officials
 - Conduct annual alumni survey of graduates for three years post-program and assist in annual survey efforts as needed
- Populate Fellows and Embark cohorts with high quality, diverse participants who meet the program's intended audience and requirements
 - With Director of Leadership Programs, develop and execute an effective recruitment strategy that leverages New Memphis' network, communications platforms, and events
 - Collaborate with Outreach Support Manager, COO, and Communications team to execute strategy
 - Serve as a primary ambassador for leadership programs, communicating the program's value and outcomes to the Memphis community broadly
 - Alongside COO, engage area HR professionals and other talent recruitment, development and retention professionals to ensure a growing pipeline of high quality, diverse applicants
 - Build and maintain relationships with program alumni, community organizations and other strategic partners to communicate the value of programs and drive nominations and applications to ensure a growing pipeline of high quality, diverse applicants
 - Lead the application process and selection of participants in collaboration with the Program, Fundraising and Executive team
 - Manage contact with Embark and Fellows program applicants
 - Select participants and manage the creation of each cohort
- Support the strategy and execution of small- and large-scale New Memphis program events which include;
 - Program graduations, receptions, team building sessions, conferences, Alumni events, workshops, and recruitment events.
- Drive the development of a relationship between the program graduate and New Memphis
 - Engage with recent leadership program graduates (within one year of their graduation) to begin their alumni engagement experience
 - Encourage and foster their community engagement through opportunities to serve on nonprofit boards, mentor, and volunteer; offer personalized invitations to events and opportunities that match interests and needs
 - Foster opportunities for the classes to reconnect with their cohort
 - Offer regular communications to drive their awareness of the full scope of New Memphis events and offerings
 - Offer insights and strategy into effective alumni engagement events and offerings
 - Collaborate with the Outreach and Support Manager and Director of Community & Alumni Engagement to yield engagement of program alumni, meeting established goals

- Work with Communications team to support the production of newsletters, alumni profiles, and other relevant communication material for Embark and Fellows alumni
 - Strategically elevate alumni to be featured in communication channels
- Support all areas of the program team including but not limited to Embark, Fellows, Accelerate, Launch, Stride, and LDI
 - Share feedback and best practice in relation to program strategy and encourage partnership and consistency across program areas
 - Drive awareness, nomination, and participation in all New Memphis programs
 - Deliver solutions to increase cross-program engagement and benefit
- Cultivate and steward program participants and alumni as New Memphis donors
 - Collaborate with Development team on program donation campaigns, strategies, and implementation, soliciting a gift in year one
 - Collaborate with Development team to increase alumni giving year over year
- Represent New Memphis, its programs, vision, and impact, in meetings with funders, foundations, partner companies, and other essential stakeholders to clearly articulate the benefits of New Memphis' impact, driving both investment and participation across programs and initiatives
- Establish annual budget including proper forecasting and ensure operational efficiency to effectiveness of the program in accordance with the budget
- Partner with team members in special project-based work and other duties as assigned

Key Competencies:

- 6+ years' relevant work experience, ideally in training, coaching, and developing others;
- Bachelor's degree preferred
- Exceptional oral and written communication skills
 - Proven experience building influence and clearly and concisely expressing a program's value, goals, and outcomes
 - Demonstrated ability to craft relational and persuasive communications digitally and in-person with a track record of eager and effective follow-up
 - Demonstrated ability to develop and maintain partnerships with outside individuals and organizations
- Exceptional capability in and a proven track record of:
 - Interpersonal, decision-making, and leadership skills
 - Showcasing emotional intelligence and successfully working with diverse personalities and collaborating with diverse teams
 - Project management, organizational skills, and follow through
 - Meeting intended outcomes while driving efficiency with organizational resources, including budget and staff time
- Demonstrated experience in:
 - Program/event planning to deliver high quality program experiences
 - Taking initiative and managing work with minimal oversight; pursuing work with eagerness, energy, drive, and attention to details
 - Identifying and resolving problems creatively and resourcefully and leading with high energy and a positive attitude
 - Working with innovative agility in an entrepreneurial environment and anticipate future needs
 - Balancing multiple and competing priorities, and delivering excellence in a fast-paced environment
 - Managing data and determining actionable next steps
- Proficiency in Microsoft Office Suite (specifically Excel, PowerPoint, Word, and Outlook); Canva, Mailchimp, Eventbrite, and Salesforce experience a plus, or ability to learn
- Experience with DiSC, MBTI, FiRO-B and 360-degree leadership assessment a plus
- Strong commitment to the New Memphis mission
- Full time. Extended hours, including evening and weekend time required

Salary: Minimum \$65,000. New Memphis believes deeply in building competitive compensation packages around experience and talent.

Excellent benefits include medical/dental/vision insurance; generous retirement contribution plan. We are looking to fill this position immediately. Qualified applicants should send **resume and cover letter** by July 20 to jobs@newmemphis.org with subject line "Senior Manager." Only candidates selected for an interview will be contacted. No phone calls, please.

New Memphis is an Equal Opportunity Employer and does not discriminate on the basis of race, ancestry, national origin, color, religion, gender, age, marital status, sexual orientation, disability or veteran status.