Chief Program Officer

Position Summary

Common Impact has built the leading model for skills-based volunteering, connecting talented professionals from global companies to high-potential nonprofits. As corporate engagement and investment in social challenges deepens, Common Impact is expanding and evolving to meet the new demands of this exciting field.

We seek a Chief Program Officer who will manage and grow our programs, including our consulting work with companies and social change organizations, as well as our field building work that identifies where the talents and expertise of individuals can play a stronger role and incubates new ideas, models and initiatives. The Chief Program Officer will have a critical internal and client-facing role, and have the opportunity to partner with Common Impact’s program team, its nonprofit clients across mission areas, and its Fortune 500 partners. Common Impact’s corporate partners include some of America’s leading companies such as Charles Schwab, Fidelity Investments, John Hancock, JPMorgan Chase and State Street Corporation.

Reporting to the CEO, this position offers an exceptional opportunity for a mid-career or seasoned leader with a background in Corporate Social Responsibility and social sector leadership to join Common Impact’s Leadership Team. The successful candidate will have demonstrated experience in organizational strategy, service design, people management and employee engagement programs. S/he will have a proven track-record of successfully managing a wide range of simultaneous projects; will possess excellent verbal and written communication skills, and will bring an interest and commitment to working with diverse communities in order to fulfill Common Impact’s mission.

Position Detail

Organizational Strategy and Leadership

Executive Leadership As a member of Common Impact’s Executive team you will be critical in shaping organizational strategy, set a bold vision for our programmatic
strategy, and support the growth and culture of the organization. In addition, you will support Common Impact’s board of directors in understanding and engaging in the organization’s program strategy. You’ll constantly have a pulse on industry themes and progress, and bring ideas and questions back to the Common Impact team for consideration.

**Talent Development and Training:** The Chief Program Officer will be responsible for ensuring that the organization has the skills it needs to consistently deliver high quality services, cultivate those talents in the current team, and identify skill gaps and hiring needs. Common Impact believes it has a responsibility to invest in the professional growth and career path of its employees, at Common Impact and beyond. The Chief Program Officer will ensure that supervisors are leveraging Common Impact’s talent development platform and identifying growth opportunities.

**Thought Leadership:** The Chief Program Officer will be a primary face of the organization, and will be called on to represent Common Impact in its thought leadership work, including participating in industry events, penning thought leadership pieces, and serving as the “go to” for external stakeholders who are interested in engaging with Common Impact. Working in close partnership with Common Impact’s Chief Brand Officer, the Chief Program Officer will support the organization’s impact storytelling through the training of the program team, and surfacing stories to share on Common Impact’s blog, podcast, and speaking opportunities.

**Enhancing the organizational culture at Common Impact.** The Chief Program Officer will embody and protect our organizational values of service, unlikely partnerships, ingenuity and levity. At Common Impact, we strongly believe that the spirit in which we do our work is as important as the work itself. We pride ourselves on excellence, innovation, fostering collaboration between groups that might not otherwise interact, and a willingness to have fun with our work.

**Programmatic Strategy and Management**

**Client Corporate Account Oversight** Common Impact has three service lines (1) *Skills-based Program Management*, where we facilitate projects between teams of employees from our corporate partners and nonprofit organizations, (2) *Strategy Consulting*, where we design corporate engagement programs that align with the talent development and philanthropic goals of Common Impact’s corporate partners and (3) *Education and Training*, where we work to expand the capacity of nonprofit and corporate organizations to integrate skills-based volunteerism as a key strategic resource. As the Chief Program Officer, you will have oversight of all three of these corporate-facing service lines, and will be responsible for ensuring that we’re delivering high quality programming to our clients, guiding and mentoring the
program team who is leading execution, and escalating any opportunities or challenges to Common Impact's leadership team.

**Program Design & Incubation:** Common Impact’s field building is the connection between our thought leadership and program work, where we incubate new ideas and models for unlocking talents as a force for good. In 2019, we released Disaster Response: From Relief to Resiliency as an approach to leverage skilled support for preparation and resiliency from natural and man-made disasters. In 2020, we’re focused on supporting social change organizations in increasing civic engagement, particularly among hard to reach communities, for the 2020 Census and elections. The Chief Program Officer will lead our field building work, ensuring that we’re connecting the needs that arise from our consulting programs to the trends we’re seeing in our thought leadership work into tangible, successful programming.

**Ensuring the Financial Health of Programs:** In addition to staffing programs, the Chief Program Officer is responsible for tracking the forecasted hours and the actual staff hours worked on all client programs in order for the organization to recognize revenue on a monthly basis and meet revenue projections each month, quarter and year. Monitoring these numbers closely, the Chief Program Officer will advise the Leadership Team on program shifts that may affect revenue recognition and capacity planning, and the potential implications of these shifts on organizational financial health and resource needs.

**Required Skills**

**Experience:** 15+ years professional experience, ideally across social sector and private firms, business strategy and finance experience preferred

**Location:** Brooklyn, NY

**Travel:** Our clients have a national footprint. While this position will be based in New York, this role will require approximately 10% domestic travel to service those clients.

The Chief Program Officer position is a unique, exciting position that will allow you to use and develop a number of different skillsets, which include:

- **An experienced executive, with a track record of developing talent and leading organizations during a growth stage**
- **An excellent problem solver and critical thinker, who can synthesize information, ask insightful questions, think on your feet and spot trends quickly**
- **Experienced in working with both nonprofits and private sector firms; CSR, employee engagement and / or nonprofit leadership experience a plus**
People management. The Chief Program Officer will be formally and informally managing the work of a high performing consulting team. The ideal candidate will have 10+ years of experience managing, developing and evaluating talent in a client-facing, professional services firm. Much of the management at Common Impact is through collaboration and shared accountability, requiring high emotional intelligence and comfort with agile role definition.

Strategic, creative mindset. Common Impact seeks a leader who is able to take a nebulous idea, translate it into a program design and lead a team to execute on it.

Confidence and comfort in a variety of client-facing roles. You will work with everyone from a director of a two-person nonprofit to the C-suite of Fortune 500 companies. We are looking for someone who is a proven leader, as well as a strong presenter and meeting facilitator, who understands how to form meaningful relationships with diverse parties, and has the ability to “sell” Common Impact to others.

An independent worker with complex program management experience. The Chief Program Officer will be overseeing myriad programs over the course of a year, while also designing new initiatives. We are looking for an individual who can think quickly and creatively, effectively manage projects with a variety of stakeholders, allocate resources across numerous disciplines, and calmly juggle competing priorities. The successful candidate will have previous experience managing cross-functional teams and directing programs in a high-performing, entrepreneurial, results-oriented environment.

Comfortable discussing topics in a variety of service areas, including technology, marketing, financial management, and human resources. Although we do not expect the Chief Program Officer to be an expert in all of these areas, you will be responsible for taking an executive lens to Common Impact’s programming, understand the financial, operational and mission implications of strategies and decisions.

Comfort with leveraging technology and supporting the adoption of systems, with experience in Salesforce.com and Microsoft 365 a plus

Committed to working with diverse communities and to finding shared goals amongst varying experiences and perspectives

Enthusiastic about the mission of Common Impact
How to Apply

Common Impact is an equal opportunity employer committed to building a diverse community and strongly encourages people of color to apply.

To apply for this position, please submit your resume, cover letter, and salary requirements to jobs@commonimpact.org, with “Chief Program Officer – Last Name, First Name” in the subject line. Please submit applications by April 24, 2020 to be considered for the position.

Your cover letter should address the following questions (this is no time to be modest!):

- Describe the challenges you would anticipate at an entrepreneurial organization that was growing at 30%+ annually. How would you address those challenges?
- Please describe a time you designed and piloted a new program or initiative, and how you measured your success at realizing your vision. What potential refinements did you make during the process or after the launch of the program?
- Please describe your background in managing individuals and teams. What’s your management and leadership approach with respect to those you are directly managing?

Compensation and Benefits
Salary Range for this position is $90,000-125,000 annually, and commensurate with experience.

Common Impact offers competitive benefits, including 3 weeks of vacation, 10 holidays, 12 sick days and the final week of the year off, a 401K plan and 2% match, paid parental leave and health care and coverage.

About Common Impact

Common Impact is a nationally-recognized nonprofit that works to build a society in which individuals and businesses invest their unique talents towards a shared purpose: strengthening the local communities in which we live and work. We connect corporate employees to nonprofit organizations with proven models to tackle the greatest challenges our communities face.

We break down barriers that exist between sectors and industries to create meaningful partnerships between companies, social sector organizations and the people that drive them. The common purpose of these connections: to deliver real value to each partner through innovations in community engagement, and ultimately to address deeply rooted
and complex social challenges.

With a deep understanding of both mission-focused and business goals, Common Impact enables growing nonprofits to achieve even greater results in our communities, while simultaneously engaging corporate employees in dynamic and challenging opportunities that develop their skills and unlock successful, purpose-driven careers.

Founded in 2000, Common Impact has partners with Fortune 500 companies and the country’s leading nonprofit organizations to create this transformational change. Learn more about our services, our impact, the companies we work with, and our nonprofit partners.