

JOB DESCRIPTION

POSITION: Manager, Leadership Development Team and Programs

REPORTS TO: VP, Leadership Development

DEPARTMENT: Leadership Development Team (LDT)

FLSA Status: Exempt

WORK HOURS: Full-Time Position

DESCRIPTION:

The Manager, Leadership Development Team and Programs responsibilities include managing several important systems that serve the development of leaders in cities around the world. In addition, the Manager will support the LDT in the development, expansion, and strengthening of our global training programs so that our regional partners and networks have the training tools and learning platforms to develop leaders. Acting as team manager, the Manager will organize team meetings, provide excellent communication to various constituents, represent the LDT with other CTC teams, and track KPI's.

RESPONSIBILITIES:

1. Manage team operations and coordinate activities with other CTC teams
 - Establish and operate systems to track performance of LDT's annual KPI's, share updates on progress and provide support to enable KPI's
 - Enable team dynamics by setting rhythm for regular meetings and communication, helping to plan and communicate agenda to the team, and working with LDT leadership to create a healthy, collaborative team culture
 - Liaison and collaborate with CTC teams and departments
2. Support Training Director and our system to develop trainers and training programs
 - Monitor process and coordinate next steps of implementation
 - Manage communications, set up monitoring/evaluation system
 - Support the planning, logistics and resources needed for assigned Train the Trainer workshops
 - Serve affiliates in the implementation of regional Intensives
3. Serve Global Coaching Catalyst and our system to develop coaches
 - Monitor and aggregate training materials and tools for each region
 - Help design and communicate Regional Coaching Plans
 - Coordinate online trainings with coaching catalyst calendar
 - Help manage training cycles in each region
4. Administer online learning courses to support LDT programs that serve partners
 - Add new or edited material for existing or new courses and update the delivery platform as needed
 - Manage license agreements and the process to give access to courses for learning cohorts
 - Fulfill customer service needs for trainers and training administrators

5. Work with the LDT in the development of new and existing training programs and content resources
 - Assist in the creation and adaptation of these programs
 - Manage program implementation from inception to execution and follow up
 - Support and move forward LDT content projects and joint projects with Content Development team
 - Organize and maintain team digital assets and training resources created by regional partners
6. Support the development of Network Leader programs and systems
 - Monitor process and support next steps of implementation
7. Support the Hub City strategy (until a project manager for this role is hired)
 - Organize, support and complete projects and tasks that advance this strategy
 - Serve as team liaison to the Hub City team and other CTC departments

Qualifications:

- 2 or more years with project management experience with demonstrated skills maintaining project plans, monitoring open issues, and driving resolutions
- Ability to communicate and collaborate well with others
- Able to work with end-goals in mind and ability to drive to completion by working through others
- Experience interfacing with cross-functional teams
- Experience with Salesforce a plus

To apply, please send a cover letter and resume to hr@redeemercitycity.com