

Position Description

Senior Director of Talent and Culture

Position Overview

The Senior Director of Talent and Culture (SD of Talent & Culture) will help lead the growth and development of the America's Promise Alliance (APA) team by overseeing all aspects of talent recruitment, performance management, professional development, and organizational culture. The ideal candidate will be passionate about bringing great talent to APA, will be adept at building an affirming and transformative culture, will center equity, inclusion and belonging in all aspects of APA's talent work, and will be comfortable in high growth and high change environments. Reporting to the Chief Operating Officer, collaborating deeply with the VP of Equity, and working with staff throughout the organization, the Senior Director of Talent and Culture is essential to ensuring America's Promise Alliance achieves the goals of its 2022-2026 strategic plan.

About America's Promise Alliance

America's Promise Alliance was founded in 1997 by five U.S. Presidents and General Colin Powell. Over the last 24 years, our Alliance has grown into a community of hundreds of the top youth-supporting non-profits in the country, working together to advance equity, increase opportunity, and improve outcomes for young people in America. Collectively, our member organizations serve millions of young people each year across every state in the country.

America's Promise Alliance is an independent entity that exists to serve the field¹, to build the community, establish the infrastructure, and secure the resources necessary for collective improvement and action at a national scale. Our job is to make collaboration among our member organizations effective, efficient, continuous, informed by communities, and joyful. We believe that if you want to foster coordination and collaboration, you start by building relationships. We believe that if you want to build a field, you first create an authentic community dedicated to helping each other. We believe a sustained and continuous effort to bring the best organizations into deep and trusting working relationships with one another will ultimately translate into more effective and more connected support for young people across the country.

About Our Next Chapter

America's Promise Alliance is in the process of completing a new 5-year strategic plan and a comprehensive "next chapter" for the organization. The work of the SD of Talent & Culture is essential to the successful implementation of this five-year strategy, which includes expanding America's Promise workforce to locations across the country. An overview of that strategy is [here](#).

¹ We define the "field" as organizations working in the outcome areas at the intersection of young people's lived experiences: (1) education & youth development, (2) racial & social justice, (3) workforce development & economic mobility, and (4) mental health and wellbeing.

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Responsibilities

The SD of Talent will lead the design and implementation of a comprehensive talent development infrastructure at APA. This work includes talent recruitment and hiring, employee onboarding, performance management, employee engagement and culture building, professional development, compensation, benefits, and HR compliance.

Core responsibilities for this position include:

Recruitment and Hiring

America's Promise Alliance is at the beginning of an ambitious new five-year strategy that contemplates significant growth and evolution in our team and in our work, and the SD of Talent & Culture will be a crucial leader in this process. The Senior Director of Talent & Culture will:

- Develop, implement and maintain recruitment and hiring systems and processes that align with and operationalize APA's commitment to equity and diversity.
- Manage the full life cycle of recruitment of full-time, part-time, temporary, contractual and intern personnel.
- Strategically and proactively utilize talent sourcing such as social media, networking, employee referrals, job postings, as well as conducting open houses and virtual job fairs, especially focusing on recruiting diverse talent.
- Develop and implement creative and innovative sourcing strategies and techniques to build a pipeline of qualified candidates.
- Act as an external representative to effectively communicate the aspirations, offerings, and organizational culture of APA to attract top tier talent.
- Serve as a business partner with hiring managers to develop effective sourcing and recruitment strategies.
- In collaboration with contract HR services, provide expertise and guidance on equal employment opportunity and DEI best practices in recruitment and hiring.
- Produce and present regular reports to Leadership Team on talent needs, acquisitions, recruitment strategies, and performance management.

Performance Management and Professional Development

The SD of Talent & Culture will oversee the development and implementation of the systems and processes APA will use for both performance management and professional development. In addition to this essential infrastructure work, the SD of Talent & Culture will be responsible for coaching and advising leaders and teams on all aspects of performance management and professional development. SD of Talent & Culture responsibilities in this area include:

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- Manage the maintenance and execution of the performance management system, including current job descriptions, standards of performance and performance evaluation instruments.
- Provide professional expertise and support in the design, development and implementation of the talent review process that is required to achieve organizational goals and results in the creation of an internal bench of top talent.
- Understand organization-wide professional development needs and provide supports and trainings to meet those needs.
- Serve as an advisor and support to individual leaders and teams in all aspects of performance management and professional development.
- Conduct workshops and training and/or manage out-sourced training, as needed related to professional skill development.
- Ensure that organization-wide talent management and performance management initiatives are focused and aligned on improving operational and program efficiencies and effectiveness, while reflecting and centering DEI goals.

Talent Process & Infrastructure

The SD of Talent & Culture will develop strategy and lead the design and implementation of processes and systems for the full lifecycle of talent priorities at APA. SD of Talent & Culture responsibilities in this area include:

- Develop a new employee onboarding process and orchestrate this process for new hires.
- Establish internal processes and metrics to assess organizational health and employee engagement, with a focus on equity, inclusion and belonging.
- Perform benchmark research on compensation and benefits in partnership with legal counsel.
- Conduct skills gap analysis and develop training programs that focus on enabling the organization to perform against its 2022-2026 strategic plan.
- Manage an out-sourced Human Resources contract that provides regulatory and compliance services.

Organizational Culture

APA is committed to cultivating an organizational culture that centers diversity, equity, inclusion and belonging, and which promotes continuous learning and growth within our team. SD of Talent & Culture responsibilities in this area include:

- Lead the staff to co-create a definition for the culture and values of our organization and then facilitate APA's work to operationalize that vision, measuring our progress along the way.

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- Develop policies, programs and team-building activities to support employee retention, succession planning, and promote culture of diversity, inclusion and belonging.
- Conduct exit interviews to inform policies and practices, and monitor and report on turnover rates.
- Create and maintain an environment of equal employment opportunity, diversity, equity, inclusion in support of the organization's DEI plan.

Organizational Leadership

- Serve as a member of APA Leadership Team.
- Participate in organizational strategic planning, including helping to develop, review, and revise, as needed, a staffing plan for 2022-2026.
- Develop effective relationships within America's Promise and the hiring community to influence and impact the recruiting process and hiring.

Qualifications

- 5+ years of broad HR experience including talent management and performance management preferably in the non-profit and youth-supporting sector.
- Bachelors degree in human resources or related field; Advanced degree preferred. Additional certifications (e.g. HRCI, SHRM) are a plus.
- Demonstrated commitment to diversity, equity, inclusion, and belonging and racial justice.
- Experience leading the development and implementation of a comprehensive talent management strategy (including performance management, talent development/employee training, coaching, succession planning, data analytics, etc.) in a non-profit organization.
- Exceptional leader who leverages their knowledge and network to build the organization's potential.
- Recent experience recruiting in multiple discipline areas and levels.
- Familiarity with human resources tools, including performance management and relevant software.
- Ability to lead in both startup and high scale environments as well as high-change and high-growth periods in an organization's trajectory.
- Experience in all areas of sourcing such as the internet, social media, networking, employee referrals, job postings, as well as conducting open houses and virtual job fairs, especially focusing on recruiting diverse talent.
- Superior communication and presentation skills.
- Excellent interpersonal, counseling, and negotiation skills.

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- A proactive leader and self-starter who identifies challenges/gaps, develops strategies/recommendations for improvements, and executes.
- Thorough understanding of recruiting methods and best practices, as well as applicable policies and federal, state, and local employment laws and regulations.
- Ability to design and implement full-cycle performance management programs.

Compensation & Benefits

Salary and benefits will be competitive and commensurate with experience with a range of \$100,000 - \$130,000. America's Promise Alliance offers a generous benefits package that extends beyond health care coverage to help provide team members with a work-life balance that includes childcare, wellness initiatives, professional development, retirement savings, and more.

To Apply

Please submit a resume and cover letter detailing your interest in this position to careers@americaspromise.org. Please include the position title in the subject line of your e-mail.

America's Promise Alliance is an Equal Opportunity Employer. We actively seek and welcome diversity of all types on the America's Promise team. America's Promise is committed to an inclusive environment that allows all team members to thrive. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.