

42597 PORTFOLIO OPERATIONAL SUPPORT MANAGER

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PORTFOLIO MANAGEMENT

Traditional 235 work days

FTE: 1.0

Salary Range: \$63,852 - \$77,316

Essential Functions and Objectives:

Responsible for advising, facilitating and providing direct support to leaders of more autonomous schools regarding all operational aspects. Responsible for improving support services to more autonomous schools -- innovation zone and charter schools (70+ schools) – by focusing on integrating these schools into district systems, processes, and communications and facilitating the continuous improvement of services provided to these schools. Partners with specific central teams to problem solve and improve ownership and integration of the full family of schools into their work. Leads specific initiatives to improve service, including associated stakeholder engagement, process improvement, and change management.

- Evaluates, identifies and implements process improvement for specific resources, systems, and workflows, to build organizational capability and capacity. Identifies potential or actual barriers, opportunities, exceptions, deviations, and defects in existing district programs and processes. Researches and acts promptly, responding to market conditions or business challenges.
- Manages and maintains current processes and procedures related to a defined program or operational unit. Maps out existing processes, establishes measurement targets, maintains documentation, ensures standards are followed and outcomes are in line with strategic goals. Facilitates resolution by following an escalation path when procedure is not followed and solves process related problems.
- Improves efficiency; understands and reports the current process efficacy. Analyzes all perspectives, interviews stakeholders, reviews existing materials to identify trends/patterns and presents new insights. Gathers data from all parts of process framework, ensures integrity of information collected, and assesses impacts of all constituents involved.
- Acts as the focal point for all process related activities; ensures stakeholders consistently apply standards, are informed of changes, and encouraged to provide input. Collaborates internally and externally to increase knowledge, output, and capabilities through trainings and meetings.

- Manage through influence across multiple teams to achieve desired supports for schools. Liaise with leaders in several specific departments each year (e.g., finance, submissions, assessment); facilitate relationship development to streamline support services and reduce the burden on school staff. Set expectations for service (including the development of SLAs) – leading to the continuous improvement of services delivered to more autonomous schools.
- Consult with departments on how to appropriately integrate the family of schools into their work, including educating and problem solving to include innovation zones and charters in work while maintaining their autonomy.
- Lead cross-functional initiatives per year to ensure autonomous schools can actualize their flexibility and/or autonomy. Identify the most pervasive issues that divert the attention of school staff away from instructional practices. Identify and implement innovative solutions to improve support to schools and/or solve persistent problems.
- Through role as a Portfolio Partner for specific schools, collaborate with schools and central teams to help them navigate each other's structures and systems and facilitate the resolution of escalated issues. Serve as an escalation point for schools and central teams -- responding to needs, assigning ownership, and escalating as appropriate; solve complex problems, prevent or resolve conflict, convene parties, and provide feedback as appropriate.
- Foster a culture of partnership and collaboration with autonomous school leadership and operational teams to develop understanding and better meet the needs of students and schools. Contribute to a culture of positive, proactive communication, prioritizing listening and transparency. Build capacity within school staff to address operational needs.

Knowledge, Experience & Other Qualifications:

- Five (5) or more years of experience in program management and/or school operations.
- School leadership experience a plus.
- Experience and proficiency with Microsoft Office or Google products and/or Project Management Software (e.g. Excel/Sheets, Word/Docs, Outlook and PowerPoint/Slides).
- Preferred experience with data analytics.
- Strong attention to detail.
- Excellent interpersonal, analytical, critical thinking, problem-solving, and organizational skills.
- Ability to communicate effectively in a credible and confident manner at all levels in the organization, both orally and in writing.
- Ability to assess appropriate priorities and organize workload on multiple assignments.
- Ability to collaborate with others on challenging, time sensitive projects as a team player.
- Ability to work independently with minimal direction.
- Knowledge of program management best practices.
- Work style that yields strong results when working independently or as part of a team.
- Ability to foster effective relationships with district staff, schools, and external partners.

- Ability to prioritize multiple projects.
- Ability to develop, plan, and implement short- and long-range goals, establish priorities, and organize resources.
- High degree of integrity in handling confidential information.
- Ability to navigate complex problems among multiple constituencies and drive towards solutions.
- Ability to effectively facilitate meetings to achieve desired results.

Education Requirements:

- Bachelor's Degree is required.
- Master's Degree a plus.

Other Information:

The Portfolio Management Team (PMT) supports school empowerment and shared accountability across the DPS family of schools and serves as the school authorizing office for DPS. Our Mission is to authorize, cultivate and advocate for high quality schools (i.e., district-run, innovation, iZone and charter) in DPS. We embrace school empowerment, high performance standards, clear accountability, family choice and community engagement. We envision a nation where every public education system effectively serves the diverse needs of all children and where every student graduates prepared for success in life. We strive for DPS to be a national model for transformational change in public education by: 1) Improving outcomes for all Denver students through recruiting and supporting a diverse portfolio of high-performing schools that are accountable for results; and 2) Producing transformational changes district-wide by identifying, sharing and facilitating the implementation of innovative, best-in-class policies and practices in all schools and central office departments. Within DPS, we support the entire family of schools and partner with other District Teams to provide the best service to each school.

About Denver Public Schools:

Denver Public Schools is committed to meeting the educational needs of every student with great schools in every neighborhood. Our goal is to provide every child in Denver with rigorous, enriching educational opportunities from preschool through high school graduation. DPS is comprised of nearly 200 schools including traditional, magnet, charter and alternative pathways schools, with an enrollment of more than 90,000 students.

Under the leadership of Superintendent Susana Cordova and guided by the tenets of The Denver Plan, DPS has become the fastest-growing school district in the country in terms of enrollment and the fastest-growing large school district in the state in terms of student academic growth. Learn more at dpsk12.org.

Denver Public Schools is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, age, disability, or any other status protected by law or regulation. It is our intention that all qualified applicants be given equal opportunity and that selection decisions be based on job-related factors.