

For Immediate Hire

Director of People Operations – Job Description

All potential candidates must respond with a resume and a customized cover letter for this position to hr@biglittlcolorado.org

Big Brothers Big Sisters of Colorado Mission

The mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth.

By partnering with youth mentees, parents/guardians, volunteers, local communities, and caring philanthropist we are accountable for each child in our program achieving:

- Higher aspirations, greater confidence, and better relationships
- Avoidance of risky behaviors
- Educational success

About Big Brothers Big Sisters of Colorado

Since 1918, Big Brothers Big Sisters of Colorado (BBBSC) has operated under the belief that inherent in every child is incredible potential. As part of the nation's largest donor- and volunteer-supported mentoring network, Big Brothers Big Sisters of Colorado makes meaningful, monitored matches between adult volunteers ("Bigs") and children ("Littles"), ages nine through young adulthood in Colorado. We develop positive relationships that have a direct and lasting effect on the lives of young people.

BBBSC serves youth through a portfolio of mentoring programs. Community-based is a traditional mentoring program. Mentee/mentor matches determine activities of mutual interest and meet two to four times per month. Sports Buddies is an innovative mentoring program started by BBBSC in 2000. Mentee/mentor matches meet one to two times per month for sports-based activities that are planned, scheduled, and overseen by BBBSC staff. The mentor2.0 program matches youth attending a partner high school one-to-one with an adult mentor starting in high school and through the first year of post-secondary education or training. Matches in mentor2.0 communicate and build their relationship through weekly email exchanges using the research-based "College Ready" curriculum.

Overview

As Director of People Operations, you will be responsible for building the People Operations function within our agency. This opportunity includes working in partnership with the agency leaders to find, develop, motivate and retain the team at Big Brothers Big Sisters of Colorado. You will be an advocate for an agency environment that creates a sense of belonging and inclusivity for our employees. The Director will develop the foundation for an organizational culture that allows talent to flourish while maintaining compliance with state and federal laws and upholds the integrity and safety of our programs. In this role you will be responsible for all human resources related activities, talent acquisition and development, and a thriving work culture. This leadership position is a new key strategic role for BBBSC; it will be instrumental in helping to grow the organization and allowing us to build upon a unique and strong people-oriented culture. Along with our new CEO, this role will assess current HR policies, benefits, training and professional development and, together, make necessary changes in alignment with our budget to increase retention and remain competitive in the nonprofit marketplace.

We want to foster a culture at BBBSC that is recognized as a great place to work, where we build strong teams, people are challenged and supported to do their best work, and where everyone can make a difference. As Director of People Operations, you will be responsible for implementing a system of on-going coaching, mentoring, and feedback to continually strengthen our employees and, when appropriate, build a People Operations team that can scale and support the organization in alignment with our culture and our values.

People Operations will partner with all areas of the organization to build and support our team. This will involve, driving recruitment of the best talent, coaching team leaders and other members of staff, helping to resolve employee relations issues, and managing/leading our cultural initiatives.

Responsibilities

- Key member of the executive leadership team, owning all human resources related activities.
- Build meaningful and trusted relationships across the organization, creating a strong culture of bold and brave conversations, innovation and changes as in our commitment to internal and external diversity, belonging and inclusivity.
- Provide human resources support and consultation across to employees, managers and executives across the organization on complex issues including recruitment, onboarding/offboarding, performance management, compensation and rewards, employee relations, culture development, DEI, and talent development.
- Provide leadership on people related issues and policies across the organization.
- Offer change management support and a people-oriented mindset to ensure all aspects of our employees are considered when making organizational changes.
- Deliver professional expertise and support in the design, development and implementation of an agency-wide talent development strategy.
- Maintain an environment of equal employment opportunity, diversity and competitive advantage in support of the organization's diversity, equity and inclusion strategic plan.
- Lead the refresh and implementation of performance management operations, including current job descriptions, standards of performance, state and federal compliance laws and performance evaluation instruments.
- Standardize the talent review and feedback processes.
- Creatively source candidates through both standard and innovative channels, manage interview and selection processes, develop long-term recruiting strategies, and nurture trusting relationships with potential hires.
- Provide promotional and career development opportunities including career paths, succession planning and on the job training.
- In conjunction with the CEO, lead the development of systemic processes and procedures to ensure mutually developed cultural norms and practices are embedded into every aspect of doing business.
- Over time, you may build, manage, challenge and motivate a People Operations team to deliver a complete human resources capability that will scale as the organization grows.

Requirements

- **Passion for Big Brothers Big Sisters of Colorado's Mission.**
- **Recent (within the past three years)** experience in leading People Operations, Talent Management or Human Resources for a small to mid-sized organization with a focus on employee engagement and organizational culture preferably in a nonprofit environment

- Experience assessing the full range of employee benefits and making recommendations that align with company's budget and capacity to deliver.
- A willingness and ability to challenge conventional approaches and to be innovative. Thinks outside the box as it relates to talent management, development, retention and overall employee satisfaction.
- **7 – 10 years HR experience**, either holding the appropriate HR certifications and/or a relevant degree with equivalent practical experience with proof of HR related qualifications or certifications.
- **Minimally two years of HR leadership and management experience.**
- Total commitment to continuously building a culture of diversity and inclusion with goal of equity as we gain more knowledge and experience of what that means as a society and in relation to who we are, what we do and how we serve.
- Hands-on experience with full cycle recruiting using various interview techniques and evaluation methods.
- Familiarity with social media, resume databases and professional networks.
- Excellent oral and written communication skills. Able to effectively communicate agency passion for the mission, for the team and internal and external vision and goals.
- Exceptional relationship skills.

Compensation

- Salary range for this position is 80k to 90k with possible flexibility based on numbers of years of HR leadership and DEI experience.