Manager of Operational Transformation - (230007U5)

The Executive Office of Housing and Livable Communities (EOHLC) is seeking a Manager of Operational Transformation for the Office of Strategy and Operational Transformation in the Deputy Secretary’s Office!

AGENCY MISSION:
The Executive Office of Housing and Livable Communities (EOHLC) is charged with creating more homes in Massachusetts and lowering housing costs for residents. Formerly known as the Department of Housing and Community Development (DHCD), EOHLC works with municipalities, local housing authorities, non-profit organizations, and development partners to provide affordable housing options, financial assistance, and other support to Massachusetts communities.

OVERVIEW OF ROLE:
The Strategy, Policy, and Operational Transformation (SPOT) team at EOHLC develops systems reengineering and operational improvement programs with a focus on driving organizational change management and continuous process and performance improvement across EOHLC. The SPOT team drafts the design and development of new initiatives for review by Senior Staff through an enterprise-wide project management and process improvement approach to support operations of EOHLC’s eight Divisions. The SPOT team will use the disciplines and tools of project management to orchestrate rapid problem diagnosis, data-driven solutions, and multi-pronged execution. The SPOT team will be the “home-base” for project management structure and discipline across EOHLC, laying the foundation for a standard project management discipline, identifying needs to develop staff capacity for process improvement, and designing and supporting baseline project management materials and tools (e.g., project reporting and executive dashboards). The SPOT team and its resources are deployed based on the time-sensitive priorities of the Secretary and Senior Staff.

DUTIES AND RESPONSIBILITIES (these duties are a general summary and not all inclusive):
Reporting to the Director of Strategy and Operational Transformation, the Manager of Operational Transformation will:

1) Manage High-Priority Agency Projects
   • Work with Director of Strategy and Operational Transformation to establish a project management office to surface dependencies, issues, and risks through continual improvement efforts and managed projects, and elevate to senior staff and other stakeholders for resolution.
   • Provide project management, strategic planning, research, and analytic support for agency initiatives to support EOHLC’s eight Divisions.
   • As assigned, coordinate and track/record and collect information relating to a specific project.
   • Draft guidance memoranda and other documents, as needed to support the implementation of policy initiatives, to support collaboration among stakeholders and EOHLC Divisions to create better alignment with EOHLC.
   • Work with other secretariats and agencies engaging both internal and external stakeholders as requested.
   • Oversee project plan development and implementation, making day-to-day project decisions, and/or delegating or identifying the appropriate individuals needed to have successful and timely implementation.
   • Anticipate which project decisions need to be prioritized and escalated to the appropriate Senior Staff member.
   • Create a simple, customized and highly flexible project intake process purposed to prioritize what matters most to the EOHLC divisions, our citizens and services offered within the Commonwealth.
   • Provide recommendations and enhancements to existing resources to increase and maximize efficiency of services.
   • Schedule and facilitate regular meetings of stakeholders.

2) Advance Agency Strategic Planning
In partnership with the Director of Strategy and Operational Transformation and Senior Staff, support the development of the Department’s overall strategic plan and partner with Division leaders to lead annual strategic planning for each Division.

- Manage implementation strategies, tactical planning, and tracking results against outcome measures aligned with the Department’s mission and objectives.
- Work with Secretary, Deputy Secretary and Senior Staff to visualize and implement the agency’s overall strategic plan, including implementation strategies and outcome measures. Advise the Deputy Secretary on new business and technology innovations to achieve the Secretariat’s mission and objectives.

3) **Lead Continual Improvement Initiatives and Monitor Program and Project Effectiveness**

- Building off strategic planning and performance management efforts, lead continual improvement practice for EOHLG focused on feedback, efficiency, and evolution to improve processes that are critical to meeting EOHLG’s highest priority goals.
- Support the development and management of agency-wide and Division-specific dashboards that show program effectiveness by analyzing and aligning program data, outcomes, and performance metrics across EOHLG divisions.
- Monitor program/project effectiveness as part of project engagements.
- Design and implement a performance management and reporting structure for EOHLG managers in order to ensure programs are meeting deliverables.
- Manage tracking issues, and work collaboratively with appropriate teams and leads to resolve program-related issues.
- Synthesize and report-out to Secretary, Deputy Secretary and Senior Staff

4) **Manage Special Projects**

- Manage special projects as assigned by the Secretary, Deputy Secretary and Director of Strategy and Operational Transformation.
- Perform other administrative duties as assigned.

**PREFERRED QUALIFICATIONS:**

1. Prior experience working on policies, programs, or delivery of services directly relevant to community and economic development, affordable and public housing, homelessness, housing development and production, and/or related issues (e.g., food insecurity, public/private partnerships, municipal neighborhood services, workforce development, human services, etc.)

2. Prior experience with project and/or operations management

3. Knowledge of, and ability to apply and implement, project management frameworks such as Agile Scrum

4. Demonstrated leadership ability to navigate the complexities of inter- and intra-departmental operations and dynamics to build consensus and momentum and advance projects and programs from ideas to implementation.

5. Pass the technical skills in strategic and operational planning, data analysis, and project management to achieve results.

6. Experience working on policy implementation, program administration, and/or service delivery, preferably in the context of community, economic, housing, human services, social, or urban policy

7. Experience leading through ambiguity, flexibly responding to new information and meeting unanticipated demands.

8. Demonstrated track record of working collaboratively to negotiate solutions to complex problems

9. Experience with quantitative analysis and/or familiarity with administrative data

10. Problem-solving, consensus-building, conflict resolution and team building skills

11. Demonstrated experience determining priorities, working under strict timelines and identifying and escalating issues for resolution

12. Strong oral and written communication skills, including an ability to express complex ideas clearly and logically

13. Strong organizational skills and high attention to detail
14. Ability to present facts and recommendations effectively in oral and written form; extensive skills using Microsoft Excel, Word, PowerPoint programs

COMMENTS:
Please upload resume and cover letter.

This position would be expected to follow a hybrid model of reporting to work that combines in-office workdays and work from home days, as needed.

Salary placement is determined by years of experience and education directly related to the position and the Human Resources Division’s Recruiting Guidelines. In the case of a promotional opportunity, the salary provisions of the applicable collective bargaining agreement will apply to placement within the appropriate salary range.

Education, licensure and certifications will be verified in accordance with the Human Resources Division’s Hiring Guidelines. Education and license/certification information provided by the selected candidate(s) is subject to the Massachusetts Public Records Law and may be published on the Commonwealth’s website.

PRE-OFFER PROCESS:
A background check will be completed on the recommended candidate as required by the regulations set forth by the Human Resources Division prior to the candidate being hired.

QUALIFICATIONS:

MINIMUM ENTRANCE REQUIREMENTS:

Applicants must have at least (A) five (5) years of full-time or, equivalent part-time, professional, administrative, supervisory, or managerial experience in business administration, business management, public administration, public management, clinical administration or clinical management of which (B) at least one (1) year must have been in a project management, supervisory or managerial capacity or (C) any equivalent combination of the required experience and substitutions below.

Substitutions:

I. A certificate in a relevant or related field may be substituted for one (1) year of the required (A) experience.

II. A Bachelor’s degree in a related field may be substituted for two (2) years of the required (A) experience.

III. A Graduate degree in a related field may be substituted for three (3) years of the required (A) experience.

IV. A Doctorate degree in a related field may be substituted for four (4) years of the required (A) experience.

Comprehensive Benefits:
When you embark on a career with the Commonwealth, you are offered an outstanding suite of employee benefits that add to the overall value of your compensation package. We take pride in providing a work experience that supports you, your loved ones, and your future. Want the specifics? Explore our Employee Benefits and Rewards! at https://www.mass.gov/commonwealth-employee-benefits-and-rewards

An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.
The Commonwealth is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law. Research suggests that qualified women, Black, Indigenous, and Persons of Color (BIPOC) may self-select out of opportunities if they don't meet 100% of the job requirements. We encourage individuals who believe they have the skills necessary to thrive to apply for this role.

Official Title: Administrator VI
Functional Title: Manager of Operational Transformation
Primary Location: United States-Massachusetts-Boston-100 Cambridge Street
Job: Administrative Services
Agency: Executive Office of Housing and Livable Communities
Schedule: Full-time
Shift: Day
Job Posting: Jul 6, 2023, 12:50:19 PM
Number of Openings: 2
Salary: $41,017.08 - $108,670.86 Yearly
Bargaining Unit: M99-Managers (EXE)
Confidential: No
Hybrid Work Eligible: Yes

If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Jessica Molina - 8572480160

HOW TO APPLY:
Apply online at https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=230007U5