

Manager of Operational Transformation - (220001ZF)

Official Title: Program Manager VI

Functional Title: Manager of Operational Transformation

Primary Location: United States-Massachusetts-Boston-100 Cambridge Street

Job: Administrative Services

Agency: Department of Housing & Community Development

Schedule: Full-time

Shift: Day

Job Posting: Feb 24, 2022, 2:01:42 PM

Number of Openings: 1

Salary: \$41,017.08 - \$108,670.86 Yearly

Bargaining Unit: M99-Managers (EXE)

Confidential: No

The Massachusetts Department of Housing and Community Development (DHCD) is housed within the Housing and Economic Development Secretariat and its work touches the lives of all Massachusetts residents. DHCD's mission is to strengthen cities, towns, and neighborhoods to enhance the quality of life of Massachusetts residents by providing leadership, professional assistance, and financial resources to promote safe, decent affordable housing opportunities, economic vitality of communities and sound municipal management.

The Office of Strategy and Operational Transformation at DHCD develops systems reengineering and operational improvement programs with a focus on driving organizational change management and continuous process and performance improvement across DHCD. The Office 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 DHCD's eight Divisions. The Office will use the disciplines and tools of project management to orchestrate rapid problem diagnosis, data-driven solutions, and multi-pronged execution. The Office will be the "home-base" for project management structure and discipline across DHCD, 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 Office and its resources are deployed based on the time-sensitive priorities of the Undersecretary 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 DHCD'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 DHCD Divisions to create better alignment with DHCD.
- Work with other 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 DHCD 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.
- Works with Undersecretary and Senior Staff to visualize and implement the agency's overall strategic plan, including implementation strategies and outcome measures. Advises the Undersecretary on new business and technology innovations to achieve the Agency'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 DHCD focused on feedback, efficiency, and evolution to improve processes that are critical to meeting DHCD'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 DHCD divisions.
- Monitor program/project effectiveness as part of project engagements.
- Design and implement a performance management and reporting structure for DHCD 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 Undersecretary and Senior Staff

4) Manage Special Projects

- Manage special projects as assigned by the Undersecretary 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. Possess 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 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 is currently a telework position. In Spring 2022, this position would be expected to follow a hybrid model of reporting to work that combines in-office workdays and work from home days.

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.

TOTAL COMPENSATION:

As an employee of the Commonwealth of Massachusetts, you are offered a great career opportunity influencing a wide-spectrum of services to the diverse populations we serve - but it's more than a paycheck. The State's total compensation package features an outstanding set of employee benefits which you should consider towards your overall compensation, including:

- 75% state paid a medical insurance premium
- Reasonable Dental and Vision Plans
- Flexible Spending Account and Dependent Care Assistance programs
- Low cost basic and optional life insurance
- Retirement Savings: State Employees' Pension and a Deferred Compensation 457(b) plan
- 12 paid holidays per year and competitive Sick, Vacation and Personal Time
- Tuition benefit for employee and spouse at state colleges and universities
- Short-Term Disability and Extended Illness program participation options
- Incentive-based Wellness Programs
- Professional Development and Continuing Education opportunities
- Qualified Employer for Public Service Student Loan Forgiveness Program

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.

If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Marjie Lalli - 6175731254

An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

Executive Order #595: As a condition of employment, successful applicants will be required to have received COVID-19 vaccination or an approved exemption as of their start date. Details relating to demonstrating compliance with this requirement will be provided to applicants selected for employment. Applicants who receive an offer of employment who can provide documentation that the vaccine is medically contraindicated or who object to vaccination due to a sincerely held religious belief may make a request for exemption.

HOW TO APPLY:

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=220001ZF>