Job Announcement | Senior Director of Operations

About Our Organization
The National Organization for Victim Assistance (NOVA) is a recognized leader in the victims’ rights movement. Since 1975, NOVA has advocated for the advancement and enforcement of victims’ rights; championed dignity and compassion for victims and survivors of crime; and promoted the professionalization of victim advocacy.

Position Description and Duties
NOVA seeks a mission-focused, experienced, strategic and process-minded leader to serve as Senior Director of Operations to oversee daily operations and help the organization to responsibly scale. The Senior Director will provide effective leadership by actively learning the different components of NOVA’s programs, partnering across departments on strategy and implementation, and instilling NOVA’s values across the organization. The Senior Director will also be responsible for the delivery and management of key talent and operations functions such as technology, benefits administration, and talent management practices.

NOVA seeks an individual with significant experience developing and leading a trauma-informed organization that values and prioritizes diversity, equity and inclusion. The Senior Director reports to NOVA’s Executive Director and is a member of the Leadership Team. The Senior Director supervises a Controller, various contractors/consultants, and may supervise additional staff over time. The Senior Director serves as the organization’s number two in the absence of the Executive Director.

Responsibilities:
In partnership with other members of the Executive Team, the Senior Director will serve as the internal leader of the organization and will have the following responsibilities:
Operations and Technology:
- Prepare and submit an annual operational plan and budget to the Executive Director for review and approval, manage effectively within this budget, and report accurately on progress made and challenges encountered.
- Oversee administrative functions and workflows to ensure efficient and consistent operations as the organization scales.
- Manage facilities and security to ensure a safe, warm, and high-functioning environment for staff, contractors and volunteers.
- Upgrade and implement an appropriate system of policies, internal controls and procedures.
- Represent the organization externally, as necessary, with all partners including third-party vendors and consultants, particularly in banking, lease, insurance and other negotiations.
- Analyze the current technology infrastructure and scope out the next level of information technology systems that support the growth of specific programs and the organization overall, particularly given the likelihood of an ongoing hybrid model.

Human Resources and Team Development:
- Provide strategic leadership and administrative oversight for researching, developing and implementing a range of successful practices for supporting an organization climate that values and prioritizes diversity, equity and inclusion (DEI).
- Mentor and develop staff using a trauma-informed collaborative approach: establish and monitor staff performance and development goals, assign accountabilities, set objectives, conduct annual performance appraisals, and administer salary adjustments.
- Ensure that staff members receive timely and appropriate training and development to advance the organization’s goals and their individual career paths.
- Manage equitable, consistent and streamlined recruiting processes.
- Annually evaluate the relationship with any HR vendors to ensure that the organization is in compliance with all relevant policies and processes and provides a robust overall compensation package.

Strategy:
- Provide leadership and input for strategic plan implementation.
• Develop and lead an organizational performance assessment process that collects and manages appropriate data and evaluates progress against programmatic, operational, and financial goals.
• Staff relevant board committees and liaise with board members as assigned.
• Remain current on developments in the field by participating in educational opportunities, reading professional publications, maintaining personal networks and participating in professional organizations.

Finance:
• Work with the Controller to plan, coordinate, and execute the annual budget process.
• Review and implement an appropriate system of financial policies, internal controls, accounting standards and procedures.
• Ensure the continued financial viability of NOVA’s programs through sound fiscal management.
• Oversee billing and financial reporting for government contracts and foundation grants.
• Monitor investment strategy for NOVA’s reserves and manage the relationship with NOVA’s financial advisor.
• As part of the leadership team, identify and develop applications for federal and private grants and other growth opportunities.

Program:
Partner with Program Directors to:
• Develop an annual program calendar that aligns with staffing, operational and space needs.
• Evaluate and track program impact.
• Identify geographic growth opportunities and priorities that align with the program plan.
• Manage and negotiate contracts with program partners and ensure compliance with contractual expectations and reporting requirements.
• Oversee data collection and reporting for Federal grants and contracts.

Qualifications:
This is an outstanding opportunity for a highly motivated professional to assume a pivotal role in the evolution of a fast-growing, highly respected national organization. We are seeking an individual of exceptional abilities
with a respected track record. To be considered for this exciting position, candidates should possess the following:

- Bachelor’s degree required, advanced degree a plus.
- Minimum five-to-seven years of experience in management roles.
- Bachelor’s degree required, advanced degree a plus.
- Minimum five-to-seven years of experience in management roles, leading multiple functions; non-profit experience required.
- Strong financial fluency, including demonstrated ability to specify the financial analysis required to support strategic decision-making and use financial indicators to manage organizational performance.
- Excellent management and communication skills.
- Experience working with nonprofit boards.
- Highly detail oriented.
- Ability to assimilate a high volume of information across disciplines and departments.
- Ability to creatively problem-solve and make and implement decisions quickly and soundly.
- Ability to thrive in a fast-paced environment and exemplify leadership and composure under pressure, while maintaining high morale.
- Ability to work with a wide range of people representing various backgrounds, levels of training, and career stages.
- Ability to multitask, offering support to the Executive Director and other members of the Executive Team.
- Knowledge and passion for NOVA’s mission and victims’ rights.

**Position Details:**

- **Location:** Alexandria, VA with option for remote work
- **Work Environment:** NOVA strives to offer a flexible, trauma-informed workplace that values personal and professional development.
- **Salary:** Salary is commensurate with experience, with a set range of $90-100K.
- **Employee Benefits** include the following competitive package:
  - 80% of an employee and their dependents’ medical, vision and dental coverage
  - Paid time off (10 vacation days, 10 wellness days for new employees) and 12 paid federal holidays
  - 36-hour work week with ½ day Fridays
• 401K plan with a 3% match and 2% employer contribution
• Paid Parental Leave and Family Leave
• Employee Sabbatical Program

Application Details:
• To apply please email cover letter and resume to resume201709@trynova.org and add “NOVA Senior Director of Operations” to the subject line.
• Position will remain open until filled. No phone calls please. Due to the volume of applicants, we will only contact individuals invited to interview.
• NOVA values and embraces diversity and equal opportunity and is dedicated to offering welcoming programmatic, attitudinal, and physical environments that enable diverse populations to freely access our facility and its services. People of Color, LGBTQIA+ persons, survivors of violence and women are strongly encouraged to apply. NOVA is committed to providing an inclusive, welcoming and safe environment.