



Our mission is to coalesce, inspire, and support the Head Start field as a leader in early childhood development and education.

Job Title:	Manager, The Academy at NHSA
Unit	Effective Practice
Reports to:	Deputy Director for Community Engagement and Innovation
Origination Date	August 11, 2021
Location	Alexandria, Virginia; Begins remotely
FLSA Status	Exempt

THE OPPORTUNITY

Do you believe that every child, regardless of circumstances at birth, has the ability to succeed in life and the right to the opportunity to do so?

NHSA is seeking a highly motivated, organized, detail-oriented person for the position of **Manager, The Academy at NHSA** to join the team remotely at first, then in its Alexandria, VA, office. The Academy curates and provides training opportunities to the Head Start community and the **Manager** will support the technical and administrative work associated with these offerings.

A strong and sustainable future for Head Start will mean the success of generations of children and their families. NHSA is a unique organization, supporting Head Start and Early Head Start programs throughout the country. We look to grow intentionally and to find the right person for the right opportunity on our team.

The ideal candidate will:

- find joy in a meeting a challenging goal
- love to create and think boldly
- be highly organized
- be able work independently but
- enjoy team collaboration
- thrive in a fast paced environment
- have a track record of working with LMS and other online platforms/applications
- feel comfortable learning new technologies

MAJOR DUTIES AND RESPONSIBILITIES

This position will be charged with providing clear, compelling, and easy to navigate online courses for our members and community partners. The **Manager, The Academy at NHSA** is supervised by and reports to the Deputy Director for Community Engagement and Innovation and is expected to work in coordination with all NHSA team members. This position plays a key role in efforts to grow Head Start’s and NHSA’s professional development offerings, streamline processes, and organize content.

Major Duties and Responsibilities

- Assist the Deputy Director for Community Engagement and Innovation in the implementation of a successful user experience within The Academy.



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- Manage the program-related logistics and activities including but not limited to participant outreach and recruitment; course development, processing, reviewing, and evaluating completed training programs; create and maintain up-to-date training manuals;
 - Lead the coordination of meeting and workshop planning logistics with input from The Academy staff.
 - Triage help desk tickets to respond to participant inquiries (password resets and other technical concerns) and resolve program-related questions by phone or email in a timely manner.
 - Collaborate with the Marketing, Communications and IT departments to support content creation and optimize content for web and various other digital communication channels
 - Interface with online community engagement in collaboration with the Manager of Community Engagement.
 - Support the development and maintenance of program information filing, management, outcomes, and contacts databases, keeping all information clear and organized for reference and research needs.
 - Schedule meetings and other engagements as well as coordinate necessary materials with direction from program leaders.
 - Execute and recommend changes to online course architecture, content, linking, and other factors to improve the learning experience
 - Contribute to creative brainstorming sessions through tracking, reporting, and analyzing user analytics, reviewer feedback, and team discussions; helps to develop new ideas for content building and community engagement
 - Apply effective planning techniques to reduce staff time and maximize results.
 - Communicate and resolve problems effectively and in a timely manner within the NHSA team, the Head Start community, and partners including trainers, reviewers, graders, and other contracts.
 - Lead special projects—requiring close coordination with teammates and the ability to effectively manage tight deadlines.
 - Other relevant duties as assigned.

REQUIREMENTS

- Passion for Head Start's commitment to ensuring every vulnerable child has the opportunity to succeed
- Excellent written communication, including proofreading, grammar, spelling, and editing skills
- Ability to read, analyze, and interpret general procedures; ability to develop presentations or procedural guidelines
- Work independently and be proactive while being highly collaborative and a dependable team-player
- Minimum Bachelor's degree in something relevant....this might be education or it might be technology
- Five (5) years or more of related experience project management or online course development
- Excellent organizational skills, including ability to handle and prioritize multiple tasks and meet deadlines.
- Have the ability to adapt quickly and confidently to new challenges and job requirements with entrepreneurial thinking, even while under pressure.



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- Business proficiency in Microsoft Office Word, Excel, Power Point, including the tabulation of budget figures, creation of scenario planning tools and merging files; experience in enterprise systems such as Salesforce, Google drive and suite, show management software, and others for course planning and scheduling management.
 - Nonprofit and/or public sector experience.
 - Experience with online course management systems such as Articulate, Accord and Clickup project management are a plus.

THE PROCESS

Please submit your cover letter and résumé in one PDF document to jobs@nhsa.org with the **Manager, The Academy at NHSA** in the subject line.

ABOUT THE NATIONAL HEAD START ASSOCIATION

Are you passionate about early childhood education, remedying social inequities, and supporting America's most vulnerable children and families? Be a part of our team! NHSA is a nonprofit organization committed to the belief that every child, regardless of circumstances at birth, has the ability to succeed in life. NHSA is the voice for more than 1 million children, 275,000 staff, and over 1,600 Head Start grantees in the United States. Since 1974, NHSA has worked diligently for policy changes that ensure all at-risk children have access to the Head Start model of support for the whole child, the family, and the community.

OUR MISSION AND VISION

NHSA's vision is for Head Start to lead—to be the untiring voice that will not be quiet until every vulnerable child is served with the Head Start model of support for the whole child, the family, and the community—and to advocate—to work diligently for policy and institutional changes that ensure all vulnerable children and families have what they need to succeed. NHSA's mission is to coalesce, inspire, and support the Head Start field as a leader in early childhood development and education.

OUR CORE VALUES

- We are determined to play a valued and visible national leadership role in this country's efforts to educate and serve its most vulnerable children and families.
- We recognize change is constant and are building a flexible, nimble organization that values innovation and can respond effectively to change.
- We are actively committed to being a high-impact organization that evaluates effort and measures outcomes; our commitment extends to helping Head Start value and use measurements effectively.
- We value partnerships and collaboration and at our core, we are relationship-based.
- We celebrate Head Start alumni, both graduates and parents, and the lasting impact that are having in this country.
- We are accountable to our members and funders, seeking high standards of governance, carefully stewarding resources, operating transparently, and living up to the highest standards of quality.



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OUR CULTURE

NHSA is proud of our inclusive, collaborative, and professional culture. We value and reward teamwork, initiative, creativity, and intellectual and professional growth. We seek those qualities when considering people to join our team.

- *Collaboration: NHSA works in teams—we share ideas, brainstorm endlessly, and constantly seek innovative ideas that advance NHSA’s and Head Start’s missions.*
- *Vision: NHSA values colleagues who see and seize opportunities, take risks, learn from failure, and bring a relentless passion for our mission.*
- *Creativity: NHSA team members use data to form original insights. We find ways to incorporate innovative ideas and approaches that exist in the rich and vital Head Start community.*
- *Mindfulness: NHSA has an organization-wide commitment to strive for excellence; we set clear objectives, achieve ambitious goals, ensure accountability for results, and focus on our impact.*
- *Curiosity: NHSA values those who are curious and hungry for knowledge. Reflecting Head Start’s 55 years of commitment to continuous improvement, our staff is committed to personal and professional growth, understanding, and commitment to our mission.*

NHSA IS AN EQUAL OPPORTUNITY EMPLOYER. All qualified applicants will receive consideration without regard to race, color, national origin, marital status, religion, gender, age, disability, sexual orientation, gender identity or expression, personal appearance, family responsibilities, political affiliation, or enrollment in a college, university, technical school, or adult education.