

Overview

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Inactive No
Effective Date 02/20/2024

Job Profile Name Program Manager - Regional
Job Code 713
Include Job Code in Name No

Job Profile Summary
Job Description

Job Title: Program Manager - Regional
Grade: 6A
Reports to: Regional Director
Department: Program

Job Summary:

The Program Manager (PM) has broad responsibility and direct oversight for the programmatic flow and grantee-facing activities for the Foundation, providing support to program officers in grant management matters. The Program Manager serves a series of program-oriented roles, including project management, grantee capacity builder, problem solver, analyst and communicator, reviewing grant requests and supporting documentation for adequacy and accuracy, monitoring grant projections, approvals and budgets; monitoring and tracking grantee payments and reports through close-out, maintaining documentation for each action, providing orientation for new program staff on grant-related matters, managing and analyzing grant-related data and supplying requested information, assisting grantees to understand their administrative responsibilities under the terms of the grant, and assisting the communication of program strategy and grantee learning.

The Program Manager serves as the primary liaison between the regional office programmatic staff and the centralized NY grant-making team. For Regional Offices: PMs have a direct reporting line to the Regional Director. They are accountable to the program team for supporting the team's grantmaking goals and success. Regional Directors prioritize and oversee day-to-day programmatic work of Grants Managers (GMs)/Program Managers. Additionally, they have accountability to the regional office Senior Grants Manager (SGM) and the GM Director for helping to maintain a cohesive GM cohort that shares information regarding best practices and standards.

Responsibilities, include but not limited to:

Grant Portfolio Management:

- Works with the Regional Director (RD) and grant-making team to maintain a steady workflow of grant-making and grant monitoring, with direct oversight.
- Assists Program Officers (PO) on grant-making process and efficient and effective grant structuring.
- Assists prospective and current grantees during the grant-making process, serving in a grantee-facing posture.
- Requests, reviews, and synthesizes needed supporting information related to grantee proposals and grant actions.
- Supports preparation of grant recommendation process in coordination with the Program Officers.
- Establishes and maintains appropriate grantee files and records in Fluxx.
- Acts as a key point of contact for grantees around grant-related issues including providing technical support in navigating Fluxx as needed.
- Coordinates internal and external (if applicable) audit review and response for grant-related issues.
- Assists with ongoing grant-related inquiries and coordinating responses, including liaising with the NY grants management team.

Financial Oversight:

- Coordinates preparation, follow up, and monitoring of grant-making budgets, including budgets for Direct Charitable Activity (DCA) and Good Neighbor grants.
- Initiates financial due diligence with grantees, including the draft and submission of the financial health assessment tool process.
- Provides input to POs for strategic review of the organizational financial health of grantees.
- Drives the implementation of compliance policies and processes that align with the Guide to Foundation Actions.

Communications:

- Serves as a primary contact between staff, grantees and partners regarding operations, administration, and technical components of grantmaking.
- Prepares presentations and other programmatic materials as needed for the regional office and maintains updated the records of grantees.
- Compiles information and prepares charts or other grant-related presentation materials as needed.
- Serves as an integral member of the program team, prepares draft agendas, talking points and summaries of and for meetings with grantees providing guidance and producing recommendations about those grantees for the programmatic teams.
- Responds to requests for audit confirmation by grantees external auditors and other such requests for grant-related information.

General Workflow and Administration:

- Works alongside the office team, backing each other up and collaborating, as needed, on workflow issues, including

- administrative tasks and managing other projects.
- Works with POs to determine whether specific grant-type activities to be funded as grants or are to be classified as a Direct Charitable Activity (if applicable in the offices which have this funding category).
- Assists onboarding process for newly hired program staff as well as ongoing training as needed.
- Supports document management in coordination with Information Management (IM) team in NY and other tasks as assigned.

Supervisory Responsibilities, include but not limited to: N/A

Qualifications:

- 5+ years of experience working in program-related support capacity in the social development sector.
- Strong commitment to promoting social justice.
- Knowledgeable about budgeting, analysis, reporting and grants management.
- Experience with accounting and reporting software.
- Ability to multi-task and balance competing demands from grantees and the program team.
- Willingness to handle complex and detail-oriented tasks, sometimes under tight deadlines.
- Excellent communication, and interpersonal skills and organizational capabilities.
- Ability to work independently and analytically, exercising discretion and good judgment.
- Strong Microsoft Office/Google Suite skills and willingness to learn new software Apps.

Education:

- Baccalaureate degree in related field or relevant and equivalent experience.

Work Experience: 5+ years of experience

Compensation

Compensation Grade 6A
Compensation Grade Profile
Impacted Eligibility Rules

Qualifications

Competencies

Competencies	
Competency	Competency Description
Accountability (including DEI)	<ul style="list-style-type: none"> • Manages self and others through active application of DEI and hybrid work practices.
Autonomy	<ul style="list-style-type: none"> • Provides input on general direction from manager. Works independently and receives minimal guidance. • Owns own workstream.
Foundation/Sector Expertise	<ul style="list-style-type: none"> • Understands how own area integrates with others to improve efficiency and service. • Is aware of peer organizations and factors that differentiate the Foundation. • Uses best practices and knowledge of internal or external issues to improve services.
Impact and Influence	<ul style="list-style-type: none"> • Impacts a range of activities and level of service within own group and other related groups; sets priorities to ensure task completion; coordinates work activities with others. • Explains complex, difficult and/or sensitive information; works to build consensus. • Requires the use of tact and diplomacy to exchange information and address sensitive issues.
Job Knowledge	<ul style="list-style-type: none"> • Requires conceptual and practical knowledge and experience in own area and fundamental knowledge of other areas; understanding and application of procedures and practices.
Management and Leadership	<ul style="list-style-type: none"> • Manages the daily activities of administrative and/or technical support employees. • Sets priorities for and coaches employees to meet deadlines and ensure task completion; coordinates work activities with other managers. <p>OR</p> <ul style="list-style-type: none"> • Leads projects and/or processes with limited risk and resource requirements. • Acts as a resource for colleagues with less experience.
Problem Solving	<ul style="list-style-type: none"> • Solves moderately complex issues by taking a new perspective on existing solutions; exercises judgment based on the analysis of multiple sources of information. • Decisions are guided by policies and procedures.