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**JOB DESCRIPTION: ORGANIZATIONAL DEVELOPMENT MANAGER**

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<b>DEPARTMENT:</b>	Talent Management- Professional Development	<b>REPORTS TO:</b>	Senior Manager, HR
<b>JOB CLASS:</b>	Manager	<b>PAY GRADE:</b>	19
<b>EXEMPT STATUS:</b>	Exempt	<b>DATE:</b>	8/1/2017

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***Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.***

**POSITION GENERAL SUMMARY:**

The Organizational Development Manager provides direction and leadership in order to improve the quality of support provided to managers, school administrators and department heads by developing and administering performance management processes and plans that align with internal policy, and statutory and regulatory requirements, including Florida Statute 1012.34. This position oversees the methods, processes and tools required to capture and document the continuous quality improvement of the professional skills of all personnel, as well as the data collection and analysis of performance-related data. This position serves as the main point of contact for coordinating, supplying and determining evaluation metrics and rubrics, in conjunction with applicable department leaders.

Additionally, the Organizational Development Manager ensures that professional development offered is aligned to support performance requirements. This position also ensures that all managers have been provided the training, tools, and resources they need to be effective, and that all organizational employee engagement survey data is analyzed, evaluated, summarized and distributed to department leaders. This position also liaises with Instruction Department leadership to ensure that all sources needed for compiling teacher data are managed and validated accurately and timely.

**ESSENTIAL POSITION FUNCTIONS:**

- Oversee, provide, and manage appropriate performance management instruments, procedures and criteria for teachers, school leaders, and other non-classroom instructional personnel, to support methods of effective instruction and student performance
- Oversee, provide, and manage appropriate performance management instruments, procedures and criteria for support staff, to maximize the effectiveness of the goal setting and performance review process.
- Collaborate with school leadership to ensure support staff employees are informed and knowledgeable about the strategic plan in order to set performance goals each year
- Serve as the liaison to the Florida Department of Education with regard to instructional performance management; ensure systems and policies are updated with statute changes related to instructional performance evaluations, as well as all applicable school district performance evaluation rules and regulations for all staff
- In collaboration with the Analysis, Accountability and Assessment team, oversee the design and analysis of bi-annual student performance measure calculations
- Collaborate with Professional Development to ensure that training opportunities offered support the performance requirements within the evaluation process
- Supervise the administration and maintenance of the performance management and professional learning management system

- Supervise updates to the performance management and professional learning management system according to statute changes and all applicable school district performance evaluation rules, regulations and policies
- Monitor, evaluate and report on the effectiveness and efficiency of the performance management system to accurately capture and compile required student data, employee performance data, key performance indicators, and key leadership concerns
- Supervise and monitor system performance, specific to required service levels and standards, and elevate identified issues to applicable internal and external support resources for troubleshooting support and resolution
- Collaborate with instructional department leadership to identify calibration subject matter experts
- In collaboration with instructional department leadership, oversee, design, and implement annual calibration measures for school leader
- Monitor, evaluate and report on supervisors' effectiveness in utilizing the evaluation criteria to improve employee performance
- Manage continuous training programs for both instructional and support staff regarding the collection and documentation of performance data, evaluation metrics, and the overall performance management system
- Develop and facilitate training for which special or varying evaluation procedures are necessary
- Oversee and ensure compliance with all applicable state reporting and documentation requirements
- Provide general leadership, guidance, and support to relative department leadership teams and team members in order to collaborate, give feedback, develop plans, and reach team and individual goals
- Oversee and monitor the annual Best and Brightest program, to include liaising with applicable Florida DOE staff members, designing and implementing the internal application collection process, working with applicable personnel to ensure the bonus is paid out correctly and in a timely manner, and providing support to staff members applying for the bonus
- In collaboration with Executive Leadership, oversee, plan, implement, and monitor employee engagement survey initiative
- Collect, analyze, interpret and present employee engagement survey data to assist in on-going organizational improvement initiatives and needs assessment
- Supervise and monitor school-wide survey programs, to include employee engagement, student and parent surveys, and other instructional surveys deployed by survey system
- Oversee the implementation and development of the FLVS instructional internship program, to include college and university outreach, internship program processes and implementation, clinical educator training, supervising teacher management, and intern to employee conversions
- Oversee the development, implementation, and evaluation of manager training initiatives, to include both HR compliance training and district manager training needs
- Manage, control, direct, and supervise assigned direct reports, including general leadership, planning, organizing, and reviewing
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

*(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)*

**MINIMUM REQUIREMENTS:**

***Education:***

- Bachelor’s degree in education or related field; or equivalent combination of education and relevant experience
- Valid Professional Florida Certificate in Ed Leadership

***Experience:***

- Five years’ organizational development; performance management; or professional development experience at an educational institution, preferably in an online environment
- Three years’ experience leading, managing, or supervising others

***Knowledge, abilities and skills:***

- Knowledge of principles, methods, and techniques of human resource administration related to the area of performance management in a public school district
- Knowledge of current applicable federal, state, school district laws, codes and regulations related to the area of teacher performance management and evaluation
- Ability to provide consultation and guidance related to performance evaluations and organizational effectiveness for internal and external customers
- Ability to analyze complex administrative and technical issues and make appropriate recommendations for action
- Ability to efficiently coordinate multiple projects under the pressure of deadlines
- Ability to work with and through people to establish goals, objectives, and action plans
- Effective verbal and written communication skills
- Excellent presentation skills

**CORE COMPETENCIES FOR SUCCESS:**

<p><b>COMMUNICATION SKILLS</b></p> <p><i>Clearly and effectively conveys and/or presents information verbally; Shares ideas and perspectives and encourages others to do the same; Writes in a clear, concise, organized and convincing way for the target audience; the message has a distinct beginning, middle and end and is error-free; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems</i></p>	<p><b>INTERPERSONAL SKILLS</b></p> <p><i>Relates well with others; treats others with respect; Shares views in a tactful, considerate way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others in various situations or settings; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers; Effectively handles challenging or tension-filled situations</i></p>
<p><b>CUSTOMER FOCUS</b></p> <p><i>Prioritizes customers (internal and external) and their needs as primary; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude;</i></p>	<p><b>FUNCTIONAL EXPERTISE</b></p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise; Approaches problems resourcefully and creatively; actively pursues information related to problems; effectively generates solutions in a timely manner; Embraces</i></p>

<i>Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i>	<i>and utilizes new technologies; Produces high quality work in organized and timely fashion; Manages time and priorities effectively</i>
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**MANAGER COMPETENCIES FOR SUCCESS:**

<p style="text-align: center;"><b>COMMAND SKILLS</b></p> <p><i>Relishes leading; Takes unpopular stands if necessary; Encourages direct and tough debate but isn't afraid to end it and move on; Is looked to for direction in a crisis; Faces adversity head on; Energized by tough challenges</i></p>	<p style="text-align: center;"><b>CONFLICT MANAGEMENT</b></p> <p><i>Steps up to conflicts, seeing them as opportunities; Reads situations quickly; Good at focused listening; Can hammer out tough agreements and settle disputes equitably; Can find common ground and get cooperation with minimal "noise"</i></p>
<p style="text-align: center;"><b>LISTENING</b></p> <p><i>Practices attentive and active listening with all groups/people; Has the patience to hear people out without interruption; Can accurately restate the opinion of others even when he/she disagrees</i></p>	<p style="text-align: center;"><b>MANAGING DIVERSITY</b></p> <p><i>Manages all kinds and classes of people equitably; Deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; Hires variety and diversity without regard to class; Supports equal and fair treatment and opportunity for all</i></p>
<p style="text-align: center;"><b>DEVELOPING OTHERS</b></p> <p><i>Provides constructive, concrete, behavioral feedback to others through monthly development discussions; Shares information, resources and suggestions to help others be more successful; Delegates challenging work assignments or responsibilities that will help the abilities and stretch others; Regularly meets with employees to review development needs, career aspirations and progress; Constructs compelling developmental plans and executes them; Creates a climate in which people want to do their best; Is a good judge of talent; After reasonable exposure, can articulate the strengths and limitations of people inside or outside the organization</i></p>	<p style="text-align: center;"><b>TIMELY, QUALITY DECISION MAKING</b></p> <p><i>Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; Able to make a quick decision; Makes good decisions based upon a mixture of analysis, wisdom, experience and judgment; Sought out by others for advice and solutions; Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time</i></p>
<p style="text-align: center;"><b>PROCESS MANAGEMENT</b></p> <p><i>Good at figuring out the processes necessary to get things done; Knows how to organize people and activities; Understands how to separate and combine tasks into efficient work flow; Can readily see opportunities or synergy and integration; Can simplify complex processes; Gets more out of fewer resources</i></p>	<p style="text-align: center;"><b>TEAM BUILDING</b></p> <p><i>Develops networks and builds alliances; Participates in cross-functional activities to achieve organizational objectives; Focuses time and energy to develop direct report team and peer team; Fosters commitment, team spirit, pride and trust; Recognizes and rewards people for their achievements and contributions to organizational success; Identifies and tackles morale issues; Provides training and development to employees; creates and participates in team building sessions; Empowers others; Makes each individual feel his/her work is important; Invites input from each person and shares ownership and visibility</i></p>
<p style="text-align: center;"><b>MANAGING &amp; MEASURING WORK</b></p> <p><i>Clearly assigns responsibility for tasks and decisions; Sets clear objectives and knows what to measure and how to measure them; Monitors process, progress, and results; Designs feedback loops into work; Holds self and others accountable for achieving goals and objectives</i></p>	<p style="text-align: center;"><b>COMFORT AROUND HIGHER MANAGEMENT</b></p> <p><i>Deals comfortably with more senior managers; Presents to more senior managers without undue tension and nervousness; Determines the best way to get things done with more senior managers by talking their language and responding to their needs; Crafts approaches to working with more senior managers that are seen as appropriate and positive</i></p>

**MANAGERIAL COURAGE**

*Doesn't hold back anything that needs to be said; Is not afraid to provide current, direct, and "actionable" positive and corrective feedback to others; Lets people know where they stand; Faces up to people problems on any person or situation quickly and directly*

**PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:**

- Location: Remote
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

*(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)*

*FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.*