



Job Title: Chief Operating Officer
Reports to: Chief Executive Officer (CEO)
Location: Washington, D.C.

About the Barbara Bush Foundation for Family Literacy

Former first lady Barbara Bush chose literacy as her life's work based on a simple, but powerful belief: "If more people could read, write, and comprehend, we would be that much closer to solving so many of the problems plaguing our society." Since she established the Barbara Bush Foundation for Family Literacy in 1989, research has continually proven her right, linking literacy to some of the most pressing issues facing our nation, including health care, the economy, and child welfare.

Over the past 30 years, the Barbara Bush Foundation has provided more than \$110 million in support for literacy programs in all 50 states and the District of Columbia, but there is still much work left to be done. Low literacy remains a silent and enduring crisis in America. Unmet literacy needs prevent 36 million American adults from fully engaging in our society as parents, workers, and citizens—impacting our nation today and for generations to come. Today, the Foundation is a public charity that remains committed to Mrs. Bush's vision, focused on harnessing innovation and the power of technology to expand access to services for the millions of American families in need.

About the Position

The Chief Operating Officer (COO) will serve as the internal leader for the organization's operations, providing strategic, mission-driven, and execution-minded leadership to ensure measurable operational efficiency and effectiveness. Key to the Foundation's success and ability to scale will be the effective implementation of the organization's strategic plan, the development and management of the operational service line structure, and the fostering of effective partnerships and relations across and between key stakeholders and the Foundation's board of directors. The COO will be counted on to function as an effective leader and partner in the facilitation and formation of strategies and direct linkages across departments that serve to build capacity and drive innovation while simultaneously building sustainable organizational effectiveness. This position reports to the CEO.

Position Responsibilities

The COO will be responsible for building effective organizational policies, processes, and systems, and driving key strategic initiatives. The COO will partner with the CEO on all issues related to strategic and financial planning, operations, and technological infrastructure; program and impact oversight; and overall organizational growth. Responsibilities include:

Strategic Leadership

- Frame and communicate to CEO and other key Foundation leaders key deliverables and steps to effective execution.
- Provide effective and inspiring leadership, as well as stewardship of the Foundation's specific mission, purpose, and goals. This includes leading a continuous quality improvement process of our collective action and programs.

- Manage day-to-day activities; budget and action plan for priority initiatives across multi-functional teams and co-lead annual budget planning process.
- Ensure that the Foundation adheres to the strategic plan and works closely with the CEO to track and maintain activity, milestone results, metrics, and impact in the form of timely reports and presentations for executive and board audiences.
- Leverage data to drive key decisions and build systems to capture and analyze data that answer business strategy questions and illustrate impact.

Organizational Leadership

- Collaborate with the management team to develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to accommodate the rapid growth and maturation objective of the organization.
- Mentor and develop staff using a supportive and collaborative approach: assign accountabilities, set objectives, establish priorities, and monitor and evaluate results. This includes ensuring staff members receive timely and appropriate annual evaluations, training, and development.
- Drive organizational reporting by providing guidance and leadership through management of metrics and measurement reporting processes.

Technology Infrastructure and Partnerships

- Oversee the alignment and consolidation of current digital products that serve both internal and external customers.
- In developing and integrating digital products, work in concert with the Foundation's Director of Innovation and Impact to bridge business/mission stakeholders with technology partners and vendors.
- Work with the Director of Innovation and Impact to craft and deliver a long-term vision leveraging emerging technologies to expand the accessibility of literacy learning resources.
- Ensure proper information technologies are built for the organization including infrastructure, security, and maintenance.

Financial Planning, Fundraising, and Legal Matters

- Advise the CEO and other key members of senior management on financial planning, annual budgeting, and legal matters.
- Work closely with the organization's pro-bono law firm to ensure compliance with all state and federal regulations, nonprofit policies and standards, trademark requirements, etc.
- Collaborate closely with the Chief Development Officer on key grants or special partnerships.
- Work with the Chief Financial Officer to maintain the financial health and sustainability of the Foundation.

Experience/Qualifications

The Barbara Bush Foundation for Family Literacy is looking for candidates with proven inspirational leadership experience, exceptional attention to detail, and an advanced capacity for systems thinking and team leadership. Qualifications include:

- Undergraduate degree required; MBA or similar advanced degree highly desired or equivalent experience.
- Minimum 10+ years of professional experience with strong delivery and operational experience, including but not limited to program execution, stakeholder management, strategic planning, M&E, organizational management, budget and resource development, staff and team leadership, coaching, and mentoring.

- Proven ability to establish and maintain effective working relationships with content experts, academics, and other key stakeholders to ensure effective management of complex, multi-faceted projects and strategic initiatives.
- Thorough knowledge of methods and techniques for strategic planning, business and product development, risk and financial management, marketing strategy and tactics, and communications planning.
- Demonstrated success with oversight of technology product development, including concept, design, development, and testing—leveraging technology partnerships, in addition to implementation vendors—to maximize resources and deliver projects on time and on budget.
- Proven experience integrating and improving standard and emerging technologies ensuring wide-adoption and optimization.
- Proven ability to energize, mobilize, influence, and build accountability through effective communication of vision, and the fostering of productive and supportive working relationships with internal and external constituencies.
- Excellent communication skills, both written and oral; public speaking experience a plus.
- Flexible and adaptable style; a leader who can positively impact both strategic and tactical initiatives and motivate staff.
- Strong analytic skills to resolve complex issues, remove obstacles, develop optimal growth opportunities, and deliver effective business solutions.
- Strong organizational skills and detail orientation.
- Superior negotiating and critical thinking skills with the proven ability to research, investigate, and analyze issues to offer effective, insightful solutions.
- Experience guiding a diverse and remote workforce—doing so with a deft touch, open mind, sensitivity toward mission, and a decisive management style.
- Intrinsically motivated by a commitment to continuous improvement of quality and service to a bigger purpose, and impact.

All qualified candidates will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, veteran status, or any other characteristic protected by law.

Please email your cover letter and resume in confidence to: jobs@barbarabush.org

For more information about the Barbara Bush Foundation for Family Literacy, please visit www.barbarabush.org.