



## CONTEXT

New Orleans is well-positioned to become the first great urban public school system in America. Our system empowers educators to make decisions based on student need, holds schools and leaders accountable for academic and equity outcomes, and empowers families to choose the best school for their child. Over the past decade, we have witnessed unprecedented growth in student performance, including dramatic increases in ACT scores, high school graduation rates, and college enrollment rates. Far fewer students attend schools in Louisiana's bottom quintile—failing schools by any reasonable definition.

While we have moved beyond a state of crisis, New Orleans still has a long list of systemic challenges, gaps, and inequities. We must do better.

NSNO's mission — delivering on the promise of excellent public schools for every child in New Orleans — drives everything we do. To achieve this mission, NSNO drives change in three ways: 1) we invest in the launch or expansion of high-performing open-enrollment public charter schools, 2) we help schools become more effective by providing them with direct support to help accelerate academic improvements, and 3) we coordinate solutions to citywide challenges to remove barriers to academic excellence. Our commitment to supporting schools, students, parents, and educators and maintaining an environment that fosters greatness in our city's schools will not waiver until all New Orleans children have access to an excellent education.

## ROLE AND RESPONSIBILITIES

NSNO's Schools Team provides support to schools across the city in a variety of ways including regular school quality reviews (often two per week). School quality reviews are a developmental process intended to provide a school with comprehensive feedback on strengths and ways they can continue to improve. The School Support Program Manager plays the integral role of organizing a high-quality school review process for every school. This role provides a unique opportunity to work with and support school leaders and educators across the city.

Specifically, the School Support Program Manager will:

- Organize the logistics of school reviews through:
  - Coordinating review dates and maintaining the NSNO School Team's calendar of reviews
  - Designing and securing diverse, highly-qualified review teams that meet the needs of individual schools
  - Gathering comprehensive information from host schools to provide to the Managing Director of School Reviews and review teams
  - Creating a detailed review schedule for interviews and observations for each review team
  - Managing digital aspects of school reviews including preparing computers with all review documents for review team participants
  - Overseeing review day logistics: providing materials, taking notes, and ensuring schedule runs smoothly
  - Receiving feedback from schools and team members on the review process and making course adjustments when needed
- Support the school review team in a step-back process twice a year to analyze school review data
- Work on special projects relating to school support
- Serve as an active member of the NSNO Schools Team to problem solve strategic challenges and support colleagues in all of NSNO's direct supports to schools

## SUCCESSFUL CANDIDATES MUST DEMONSTRATE

- The ability to manage multiple projects with short timelines and tasks with a keen attention to detail and a strong aptitude to prioritize time efficiently
- Strong relationship-building skills demonstrated by the ability to build trust with a wide-variety of individuals
- An eagerness for continuous personal development and a history of executing on feedback to improve performance
- Ability to communicate clearly and effectively to both internal and external partners via e-mail and in person
- A professional demeanor and utmost discretion when dealing with confidential information
- Ability to adapt to changing and challenging circumstances by staying positive and outcomes-oriented
- Strong proactive problem-solving and critical thinking skills, and willingness to speak up when something can be done more effectively
- Teaching and/or operations experience in an urban public school
- Ability to be in schools from 7:00am-5:30pm up to twice a week and a valid driver's license with access to transportation to regularly get to and from schools throughout New Orleans
- Willingness to work with school leaders on their schedules, including occasional evenings and weekends
- Strong alignment with NSNO's [Mission, Core Values](#), and [Core Beliefs](#)



## PREFERRED QUALIFICATIONS

- At least 2 years of professional working experience
- Inclination toward quantitative reasoning and comfort and interest with data analysis and building skills in Microsoft Excel
- Experience with the New Orleans education landscape

## REPORTING RELATIONSHIP

The School Support Program Manager will report directly to the Managing Director of School Reviews.

## COMPENSATION

Compensation for the position is highly competitive and commensurate with experience. In addition, NSNO provides a comprehensive compensation package that meets or exceeds the level of benefits provided by many of the most respected organizations in our industry.

## APPLICATION INSTRUCTIONS

To apply for this position please visit: <https://nsno.wufoo.com/forms/school-support-program-manager-s1nnq79a0d2auoo/>

There are two application deadlines for this position:

1. The priority deadline is **Friday, April 8<sup>th</sup>**
2. The final deadline to apply is **Friday, April 15<sup>th</sup>**

We will review applications and interview candidates on a rolling basis as they come in.

New Schools for New Orleans (NSNO) is an **Equal Employment Opportunity employer** and has a strong commitment to building a diverse and inclusive team. As such, it is the continuing policy of NSNO to consider all applicants without regard to race, color, religion, national origin, age, gender, sexual orientation, genetic information, veteran status, physical or mental disability, or any other categories protected by applicable federal, state, or local law, provided they are otherwise able to perform the essential functions of the job.