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## MIT Job Reclassification

<b>Job Title: Mgmt 3. Admin &amp; Ops</b>	<b>Position Title: Director, Business Management and Operations, Martin Trust Center</b>
<b>Reports to: Executive Director, Trust Ctr</b>	<b>% Effort or Wkly Hrs: 100%</b>
<b>Department: Sloan School of Management, Martin Trust Center</b>	

### **Position Overview:**

Reporting to the Executive Director, the position oversees the business management, operations, physical space, and security of the Martin Trust Center. Participates as a senior member of the leadership team providing strategic, operational, business management and facilities as well as overall oversight and coordination for staff members. Leads internal efforts to identify most effective, efficient and sustainable way for center to meet its mission from an operational standpoint. This includes designing and implements process improvements to make center's operations repeatable and constantly improving. Directs all aspects of operations, including exceptional "customer" (e.g., students, faculty, other stakeholders) service, logistics, physical space, security, and financial management for the Trust Center. This includes but is not necessarily limited to academic courses, co-curricular programs, extra-curricular programs, alumni events and other offerings summarized in the center's annual report. Co-develops annual budgets, then oversees the management of budgets and expenses in collaboration with the Managing Director and Fiscal Officer including forecasting month-to-month expenditure and supervising support staff on reconciliations. Leads the operational strategy and feasibility assessment of new ventures in conjunction with Managing Director and Executive Director.

*The Martin Trust Center for MIT Entrepreneurship is a student service center, and requires the Director to be in person, on-campus for programming and events. The position is eligible for a flexible work schedule, on a continuing weekly basis that aligns with the practice of The Trust Center.*

### **Principal Duties and Responsibilities (Essential Functions\*\*):**

#### **Management and Operational Strategy – 70%**

- Lead team that coordinates closely with the Entrepreneurs-In-Residence (EIRs) to run the best possible courses, programs and other offerings as noted above. This begins with providing the best possible student experience when interacting with the center.
- Lead efforts to evaluate, recommend, and implement operational changes and enhancements to the Center with specific emphasis on redesigning and implementing processes to make the center more efficient, effective, consistent in it quality and able to be more agile (e.g., speed to implement and executive). Result would be better utilization of resources to achieve mission.
- Design, implement and document robust processes, standards and procedures based on better/best practices, and drive process improvements. Also insure they are less dependent on specific individuals.

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- Develop revenue projections for financial planning and manage staff responsible for budgeting and meeting agreed targets with monthly if not bi-weekly (i.e., once every two weeks) updates.
  - Lead long-term vision, daily operations, logistics, and financial management for the Center
  - Manage Center operations and culture including meeting efficiencies, space usage and policies, and security procedures as well as the satisfaction of our clients (i.e., students). Include continual creative and innovative experiments to improve the value of our facilities.
  - Set the team direction and priorities and lead the organization in executing the plan
  - Manage, develop, retain and rebuild as necessary a first class team to do the work necessary to achieve the work described in this job description.
  - Build close cooperative working relationships with offices across the Institute, including collaborative Sloan partnerships

### **Leadership – 30%**

- Develop goals, key performance indicators, and the structure of roles and reporting lines to create the greatest efficiency and highest level of productivity
- Provide oversight of departmental human capital functions including; job descriptions, goal-setting and performance management, on-boarding, professional development, space planning, and operational processes
- Ensure appropriate resources and opportunities are available for the team to obtain their professional goals
- Manage and develop staff by providing ongoing coaching and feedback and assists with career planning

Performs others duties as assigned or required.

### **Supervision Received:**

Supervision provided by Executive Director. Expectations are that once on boarded, the director will be able to perform at a high level with minimal supervision.

### **Supervision Exercised:**

Oversees a team of 4-6 employees to start which include, but not be limited to as we better identify the requirements and, also, as they change over time. These people would have responsibilities that include but are not limited to:

- Academic Coordinator
- Office Operations Assistant
- Program Coordinator for Center Programs
- Marketing and Communications
- Community Manager
- Finance and Planning
- Facilities Management
- Human Resources

### **Qualifications & Skills:**

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## **REQUIRED EDUCATION AND EXPERIENCE:**

- Bachelor's degree
- +5 years of related experience required.

## **PREFERRED EDUCATION AND EXPERIENCE:**

- At least five years of related business experience that includes working effectively in a dynamic and deadline-driven work environment with changing priorities with limited supervision.
- Strengths in process transformation, risk management, stakeholder collaboration, and budget oversight. A record of providing excellent customer service, managing vendor relationships, and managing and developing others.
- Must demonstrate strong organizational, interpersonal, and oral and written communication skills. Background in higher education or related fields a plus.
- Experience and track-record of excellence in interrupt-driven customer service is a big plus.
- Familiarity with MIT Sloan, MIT faculty and students, and MIT systems is a plus.
- General management experience, working across business functions (operations, finance, marketing, etc.) and with a diverse workforce.

## **Competencies:**

### **Contribute**

1. **Manages ambiguity and navigates change** while being comfortable and confident working in a fast-paced and changing environment
2. **Demonstrates desire and drive for learning** that enhances individual performance and contributes to organizational effectiveness
3. **Is self-directed and proactive** while advancing work and achieving results

### **Collaborate**

4. **Works towards team success** with humility, both as a member and as a leader of formal and informal teams
5. **Collaborates with others** while respectfully advancing organizational goals and achieving outcomes
6. **Communicates openly and effectively** by exchanging high-quality information, ideas, and opinions in a transparent and timely manner within and outside the school

### **Engage**

7. **Acts with caring and a sense of community** while demonstrating genuine respect towards every person
8. **Fosters innovation and experimentation** by applying original thinking, expertise, and professional experience to solve problems and develop new options and approaches
9. **Builds diversity and inclusion** by modeling and promoting the MIT values and contributing to an environment where everyone feels supported and is able to thrive

### **Lead**

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10. **Focuses on impact and outcomes in an efficient, effective, consistent and agile manner** while working to make a difference and achieve organizational goals
  11. **Influences others by gaining commitment, buy-in, and support**
  12. **Initiates and sustains change** that creates value

#### Manage

13. **Supports a culture of experimentation** by creating a safe environment for risk taking
14. **Manages people and teams** by providing direction, support, and encouragement to accomplish organizational goals
15. **Coaches and develops others** by supporting the learning and development needed to maximize their potential

#### Customized Leadership for this Position

16. **Fully embraces** and is excited by the center's mission, "to create the next generation of innovation-driven entrepreneurial leaders" as described in the center's annual report.
17. **Fully embraces** and is excited by the center's values of "MIT standard of excellence and rigor, collaboration, diversity, experimentation, honest broker, "mens et manus" as described in the center's annual report.
18. **Practicing what we preach** of having an entrepreneurial organization, summarized by the "spirit of a pirate with the execution skills of a Navy Seal."

*\*\* To comply with regulations by the American with Disabilities Act (ADA), the principal duties in job descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.*