

Urban Labs Title: Associate Director, Operations

Who We Are:

The University of Chicago Urban Labs, launched in 2015, were established to create knowledge to address fundamental urban challenges, and to work with policy makers and practitioners to improve the human condition in cities worldwide. The Urban Labs seek to evaluate the most promising policies and programs across the domains of crime, education, energy & environment, health, and poverty to generate gold-standard evidence about what works and why, and to support policy makers and practitioners to scale up programs and policies that can have a significant positive impact on human lives. The Urban Labs team rigorously evaluates promising policies and interventions to make them as informative as possible. Our goal is to assemble a portfolio of randomized controlled trials (RCTs) to generate new evidence about what works, for whom, and why, and to conduct benefit-cost analyses of different interventions to enable policymakers to prioritize resources for the combination of strategies that achieve the greatest social good per dollar spent. For more information about the UChicago Urban Labs, go to <http://urbanlabs.uchicago.edu/>

Five Labs. One Approach. UChicago Urban Labs:

- Use research and evidence to understand how cities can work better
- Test the most promising, cost-effective policies and programs
- Work with civic partners to implement and evaluate solutions in real time
- Scale solutions to cities around the country and the world

The Role:

The University of Chicago Crime and Education Labs are seeking an Associate Director of Operations to manage strategic research and operations projects and culture building initiatives across the Crime and Education Labs in Chicago and New York. This person must work well in a fast paced and dynamic environment and be able to manage multiple projects and switch priorities as needed. The Associate Director will be responsible for broader organizational development initiatives, and implementing internal policies and programs across the Crime and Education Labs. The Associate Director will report to the Chief Operating Officer and work closely with the Crime and Education leadership team.

Responsibilities:

- Works closely with the Chief Operating Officer to contribute to and execute strategic planning for the Crime and Education Labs.
- Sets up structures and systems to facilitate a culture of cohesion, collaboration, and transparency
- Designs and implements policies and programs that facilitate the work, create supports for research teams, and are aligned with broader organizational goals. Examples include, but are not limited to:
 - Leads the annual staff climate survey; designs survey, dissemination and data collection, and a process for incorporating feedback into management decisions and tracks progress over time
 - Develops a policy for professional development; identifies professional development needs, designs strategies for providing training opportunities for staff, and maintains a centralized database for tracking maintenance and progress
 - Designs a process for coordinating internal supports for research teams across office

- Develops and maintains an Crime and Education Lab operations manual to build institutional knowledge and document research and administration policies and procedures
- Develops strategy for internal communications between management and staff. Executes communications plans to ensure effective information flow across the lab and the multiple offices. Builds and refines cadence for Crime and Education leadership and all-staff meetings and manages the intranet
- Develops strategic budget templates and materials to forecast and track organization and project level revenues and cash flows
- Designs and implements career paths to support research priorities and develops policies and procedures to support such activities
- Undertake special projects as needed

Competencies:

- Must be a resourceful problem-solver and critical thinker, be proactive in leveraging opportunities and anticipating and averting problems
- Action-oriented, entrepreneurial, adaptable, and innovative approach to business planning
- Ability to deal effectively with a diverse workforce in a complex research environment
- Exceptional oral and written communication skills and be comfortable with a consultative approach to interacting with employees
- Exceptional organizational skills, with previous project management experience
- Passion, idealism, integrity, positive attitude, mission-driven, and self-directed

Education:

- Bachelor's degree in business administration or related field required
- MBA or advanced degree preferred

Experience

- A minimum of five years of relevant experience managing a small non-profit or research center, or in organizational development, operations, or chief of staff roles or other related experience

Technical Knowledge or Skills:

- Proficiency with Microsoft Word, Excel, and PowerPoint

Required Documents

- Cover Letter
- Resume
- Contact Information for three professional references
- **Note:** When applying, all required documents **MUST** be uploaded under the **Resume/CV** section of the application

To Apply: please submit a resume, cover letter, and reference contact information to UChicago's Workday system, search for requisition **JR02858**. Please find instructions on how to access the application below.

If you have questions about the Workday application system, please contact:

https://uchicago.service-now.com/sso?id=ssc_sc_cat_item&sys_id=cf359d671316660030c0bcaf3244b02d.

If you have an active UChicago Workday employee account, you will need to complete the Internal Candidate application process. Internal Candidate instructions: [Log into Workday](#) and select the career worklet.

External Candidates should apply at <https://uchicago.wd5.myworkdayjobs.com/en-US/External>

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