BACKGROUND

First 5 LA is a leading early childhood advocate organization created by California voters to invest Proposition 10 tobacco tax revenues in Los Angeles County. In partnership with others, First 5 LA strives to strengthen families, communities, and systems of services and support so that all children in L.A. County enter kindergarten ready to succeed in school and life.

The first five years of life establishes the foundation for the future success of children. Given that parents and caregivers are at the heart of a child’s development, they are at the center of First 5’s work. Since 1998, more than $1 billion has been invested to improve the health, safety and school readiness of children prenatal to age five. The FY 2016-17 Budget is $147 million.

First 5 LA Board of Commissioners unanimously approved 2015-2020 Strategic Plan, “Focusing on the Future.” The Strategic Plan lays out a clear path for the organization to maximize our impact to strengthen families and improve outcomes for the greatest number of children prenatal to age five in L.A. County. Moving forward, First 5 LA will increase its emphasis on systems change, collaboration and public policy.

To strengthen First 5 LA’s ability to effectively execute its Strategic Plan, the organization has aligned its structure to its mission and strategy, created a new Division of Integration & Learning, hired a Vice President and Directors of Integration and Learning and Measurement, Learning, Evaluation to lead First 5 LA’s on-going transformation to a more intentional organizational learning culture.

The Integration and Learning Division (I&L) consists of three departments: Integration & Learning; Measurement, Learning & Evaluation; and Knowledge Management. The Division is responsible for creating and championing an organizational culture of continuous learning and on-going improvement, formal and informal knowledge-building practices, and integration of programs and grants across the strategic plan priority areas. The Division will lift-up key lessons and successes to inform the execution of, and any mid-course corrections to, the Strategic Plan. Sharing these lessons and successes also guides continuous improvement of internal practices and processes. Division team leaders are co-creating, with their colleagues in programmatic and administrative departments, learning agendas for all programs and grants that will ensure that all work has clear and prioritized learning questions and activities embedded into their planning and execution.

Finally, the I&L Division will share formal and informal learning externally and translate research findings in meaningful ways to support executive and Commission decision making, inform and influence partners and policy makers, and support the broader early childhood development field.

More information is available at www.first5la.org.
POSITION SUMMARY

As one of three leaders reporting to the Vice President of I&L, the Manager of Knowledge Management (KM) is a thought leader and co-developer of the organization’s knowledge management strategy. The Manager of KM ensures that the organization is supported with best practices in maintaining and leveraging First 5 LA’s collective knowledge to improve organizational effectiveness, program performance and impact.

The Manager of KM will supervise 1-2 direct reports to manage the on-going implementation of knowledge management processes across the organization. The Manager will bring together internal stakeholders to integrate both business processes and programmatic functions into the overall knowledge management strategy and day-to-day execution of the work.

ESSENTIAL DUTIES & RESPONSIBILITIES

As a direct report and thought partner to the Vice President of I&L, the Manager of KM co-develops and implements the knowledge management strategy, and builds the systems and processes that support the internal and external sharing of lessons learned. The Manager should visibly demonstrate the adopted organizational values of collaboration, integrity, respect, accountability, purpose, shared leadership and learning in the execution of their areas of responsibility.

- Leads internal assessment of current knowledge management policies and practices to determine gaps and opportunities, and to inform the creation of the knowledge management strategy
- Recommends a knowledge management system that implements the adopted strategy, insures quality data capture, system and data integration, and facilitates information sharing among internal stakeholders
- Champions usage of the knowledge management system, and facilitates staff training in new knowledge management policies and processes
- Leads an ongoing assessment of the knowledge management strategy and systems to determine how they need to evolve to remain effective for the organization
- Recommends specific KM software and tools
- Leverages the existing organizational-wide systems to recommend an interim data capture system
- Develops taxonomy for data capture system, in collaboration with key internal stakeholders
- Develops plan for I&L Division to retroactively synthesize, capture and share learnings from prior evaluation and research projects; works closely with IT and Communications department to share learnings
- Provides technical assistance on how to use the knowledge management systems and resources available to support the work
- Collaborates with the Integration & Learning Managers to develop and implement a knowledge management strategy for specific learning plans
- Stays current about knowledge management tools, trends and methods and leading knowledge transfer and exchange practices to share and adapt internally
Manages relationships with external stakeholders (i.e., contractors, partners) to procure the necessary training and support needed to launch KM strategy

Collaborates with I&L Managers to collect, mine, synthesize and share insights/learnings across strategies and business processes to prioritize learning and integration opportunities with internal stakeholders

Leads the packaging of knowledge products in collaboration with the Marketing and Communications department

Supports the department, and the I&L Division in the development of annual budgets and long term financial projections

Cultivates an external network of knowledge management professionals to ensure industry best practices are shared and/or adopted internally and with the field

Supports the organization’s commitment to diversity and inclusion, and values a diversity of perspectives

Adheres to policies and procedures to ensure alignment with State regulations, local ordinances and First 5 LA directives

Keeps apprised of all laws, regulations, statutes, rules and policies affecting First 5 LA and Proposition 10

**Staff Supervision and Talent Development**

Develops, coaches and supervises 1-2 direct reports consistent with values and competencies required for successful job growth and development

Collaborates with the Vice President of I&L in hiring and retention of direct reports

Develops and implements an onboarding plan for direct reports

Monitors performance of direct reports, and works with them on professional development and on-going training

Facilitates and supports staff in effective communication with internal and external audiences, including presentations, Commission discussions, key partner meeting, etc.

Supervises contractors and consultants, as needed

**QUALIFICATIONS**

This leader has 7 years of professional experience and 4 years (preferred) managing mid to large scale, cross functional projects or programs, in for-profit, non-profit or philanthropic organizations with a strong knowledge management strategy, system and processes. This leader must have an organization-wide perspective, an in-depth understanding of how to create the foundation for organizational learning and demonstrated success in facilitating adoption of new knowledge management systems and processes.

**Experience**

- Track-record of leading knowledge acquisition, creation, refinement, storage, transfer, sharing and utilization within a dynamic and complex organization

- Advance experience working with relational databases and data integration in the context of a knowledge management framework.
- Extensive experience implementing content management systems (CMS), and customer management systems (CRM)
- Experience with principles and practices of monitoring processes and constructive ways of tracking progress for continuous improvement
- Experience with change management strategies to incentivize behavior change for staff at all levels of the organization
- Track-record as an effective communicator with experience informing and persuading others, and facilitating organizational change
- Experience facilitating, training and coaching others to reflect, and learn new processes or information
- Experience implementing solutions utilizing best practices to improve knowledge synthesis and accessibility in an organization

**Knowledge, Skills & Abilities:**

**Organization-wide Competencies**

- **Commitment to organizational mission and values:** Mission-driven and self-directed, with a demonstrated passion for First 5 LA’s work to strengthen families and improve child outcomes; strives to model organizational values through daily actions and behaviors
- **Possesses Customer-Focused Mindset:** Is able to identify appropriate and relevant stakeholders; identifies internal and external stakeholders needs (customers); is responsive to stakeholder needs, considers impact when making recommendations
- **Collaborative:** Collaborates with peers to drive results in alignment with organizational and operational goals in support of the organization’s mission; is able to work in cross-functional teams; is able to establish and maintain effective working relationships with co-workers, public officials and the general public
- **Communicates Effectively:** Communicates effectively both written and oral; strong presentation skills; demonstrates ability to develop and deliver relevant and appropriate communications; delivers messages in a direct manner; able to tailor messages appropriately to various audiences
- ** Demonstrates Integrity and Judgment:** Follows through on commitments letting others know of his/her true intentions; ensures decision-making or recommendations are fact-based and others understand the decision/recommendation before moving forward; considers the relative costs and benefits of potential actions to choose the most appropriate one
- **Demonstrates Critical Thinking:** Applies critical thinking, logic and reasoning to analyze complex problems and information; identifies relative strengths and weaknesses of options, solutions or approaches
- **Demonstrates Strategic Thinking:** Identifies key issues and relationships relevant to achieving long range goals or vision; develops alternatives based on logical assumptions, facts, available resources, constraints, and organizational values to develop a point of view on a course of action to accomplish goals; develops priorities with the right balance of short and long-term wins
Job Specific Competencies

▪ **Role Specific:** Understanding of best practices in the knowledge management field; ability to apply to the First 5 LA context industry trends, issues, and future directions in information management systems and organizational learning; ability to lead process improvement when needed to capture and synthesize information; ability to champion and model elements of a learning organization; successfully uses technology to capture and share knowledge; ability to identify trends in data and synthesize into meaningful categories; ability to structure multi-level taxonomies for information coding; ability to apply strong analytical skills to create streamlined data taxonomies across the organization; ability to design end to end processes; ability to facilitate targeted feedback from stakeholders; excellent prioritization and time management skills

▪ **Content Knowledge:** Competent in required job skills and knowledge; ability to learn and apply new skills; ability to learn how to operate new systems quickly; demonstrated ability to set priorities, establish clear expectations and execute identified projects; keeps abreast of current developments; displays understanding of how job relates to others; knows how to use technology tools to effectively manage and expedite processes; uses resources effectively

▪ **Planning, Organization and Project Management:** Works in an organized manner with strong attention to detail; prioritizes and plans work activities; ability to effectively manage overlapping projects and deadlines; ability to work under pressure, meet deadlines and adjust to changing priorities; uses time efficiently; plans for additional resources; integrates changes smoothly; sets goals and objectives; ability to manage high performance projects; requires minimal supervision

Management Competencies

▪ **Managing People:** Provides direction and gains compliance; takes responsibility for direct reports’ activities; makes oneself available to direct reports; develops direct reports’ skills and encourages growth; provides regular performance feedback; encourages open communications; uses negotiation skills to resolve conflict; strong influencing and relationship skills; experience in managing high performance teams

Education

▪ Advanced degree from an accredited college or university in organizational development, information sciences, computer and information systems management, public policy, public administration and/or MBA (preferred)

▪ Certification and professional development training in Knowledge Management (preferred)

Computer Skills

▪ Experience using CMS and CRM systems
▪ First-hand experience managing organizational knowledge management systems, including new and innovative systems and processes
▪ Awareness and knowledge of industry trends, issues and future direction in information management systems for organizational learning
▪ Experience in project management of IT projects
▪ High level of proficiency in MS Office Suite (Word, Excel, PowerPoint, Outlook), SharePoint and GIFTS
▪ Ability to use widely supported internet browsers.
Travel Requirements

- This position requires travel locally, statewide and nationwide as needed.

The statements in this narrative represent typical elements, criteria, and general work performed; they are not to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

COMPENSATION & BENEFITS

Compensation

First 5 LA offers a competitive non-profit salary commensurate with experience.

Health

First 5 LA pays for 100% of the premiums for employee and dependents for medical, dental, vision benefits, and for employee’s life and long-term disability insurance policies; benefit eligibility takes effect on the first of the month following 30 days of employment.

Retirement Savings

First 5 LA offers a 403(b) retirement savings and investment plan through The Standard. First 5 LA makes a contribution to employee retirement savings of 3% of salary for less than 5 years of service, 4.5% for 5-9 years; 6% for 10-14 years; 7.5% for 15 years or more.

In addition, First 5 LA matches 100% of an employee’s elective contribution, up to 3% of salary after 2 years of service or more; the matching benefit of 1% of salary is available from the first day of employment, and increases to 2% of salary after the first year.

APPLICATION PROCESS

First 5 LA has partnered with Justus McGinity Executive Search to complete this recruitment.

Interested candidates are encouraged to submit their resumes promptly via this link: https://home.eease.adp.com/recruit/?id=15548971 There is no established deadline for the submission of applications; resumes will be accepted until the position is filled. Only candidates who move beyond the review of submitted written materials will be contacted by Justus McGinity Executive Search or First 5 LA.

Equal Opportunity Employer

First 5 LA and Justus McGinity Executive Search do not discriminate on the basis of race, color, creed, sex (including pregnancy, childbirth or related medical conditions and gender), religion, marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, legally protected medical condition, including genetic characteristics, sexual orientation, or any other status protected by federal, state or local laws. It also pertains to a perception that anyone who has any of those characteristics, or is associated with a person who has, or is perceived as having one of those characteristics, to the extent required by law.