

Wellspring

Philanthropic Fund 

Knowledge & Digital Workplace Officer

New York, NY



DRi
3033 Wilson Blvd., Suite E-537, Arlington, VA 22201
703-294-6684
www.driconsulting.com

ABOUT WELLSPRING PHILANTHROPIC FUND

Wellspring Philanthropic Fund is a private grantmaking foundation dedicated to advancing the realization of human rights and social and economic justice for all people. Wellspring has offices in New York, NY, and Washington, DC.

Wellspring's work is rooted in respect for the dignity and worth of every human being and is informed by the following beliefs:

Social institutions and structures should promote the full realization of human rights and human potential and should be accountable to these ends.

People create institutions – such as government and corporations – to serve human needs. While institutions have the capacity to produce good and accomplish great things, they also tend to concentrate power into the hands of a few and protect that power at the expense of the many. In a just society, those who hold power are held accountable for how their choices and the use of power affect the lives of others.

The **rights of all people** are advanced when the rights of the most marginalized and vulnerable peoples are protected.

In a more just society, human rights and dignity extend to all people – from those who historically have had power to those most frequently left marginalized at the edges of society. If a legal or political system can ensure that the most marginalized and vulnerable members of society have access to justice and the opportunity to thrive, then surely justice and opportunity will also extend to those who have greater power and resources to protect their own interests.

Social justice movements should **employ means that are consistent with their ideals** and should give agency to the people whose interests they seek to advance.

A just society is built through just action. As an organization dedicated to social and economic justice, Wellspring tries to live the values they seek to cultivate within broader society by applying principles of fairness, respect, and justice in their dealings with grantees and collaborators, as well as in their own internal management processes and structures.

As responsible stewards, Wellspring must strive to **maximize the impact** of charitable investments.

In Wellspring's pursuit of a more just society, they have an obligation to current and future generations to be diligent and to aim for the same standard of excellence as their grantees. They know they may make mistakes along the way, but are committed to learning from them.

THE OPPORTUNITY

Wellspring is looking for a Knowledge and Digital Workplace Officer to deliver on Wellspring's vision for its information, knowledge, and digital workplace by driving engagement across the foundation, encouraging adoption of collaboration and document management tools, and ensuring an experience that is centered on user needs and abilities.

The Knowledge and Digital Workplace Officer's first initiatives will be:

- ❖ To implement a unified approach to document management, guided by records management, that allows staff to create, manage, and share knowledge and information effectively and efficiently.
- ❖ To implement a framework and governance model that supports the development and delivery of a company-wide Intranet that promotes employee communication, collaboration and knowledge sharing; and
- ❖ To develop future strategies and identify innovations that improve employee collaboration and management of information across digital workplace applications.

The Knowledge and Digital Workplace Officer will report to the General Counsel and will work with Wellspring's Knowledge Management Task Force, which includes, among others, the General Counsel, Chief Communications Officer, Director of Information Systems and Security, Records Manager and Learning and Evaluation Officer.

All Wellspring staff are expected to be committed to the issue of promoting human rights and social justice.

KEY RESPONSIBILITIES

Project Management

- ❖ Provide project management expertise to deliver on Knowledge Management projects by working with the Knowledge Management Task Force on project objectives, organizing and prioritizing deliverables, supporting the execution of project tasks, identifying and managing dependencies across workstream, and tracking and measuring to successful completion.
- ❖ Lead recurring project milestone meetings to ensure all deliverables are met.
- ❖ Coordinate efforts across multiple teams to ensure objectives are achieved with quality and speed.
- ❖ Develop effective relationships across all levels of the organization.
- ❖ Collaborate with all stakeholders to identify risks and issues that may not be visible at the task level but impact the overall project or broader scope.
- ❖ Drive employee engagement, buy in, and change management related to knowledge management projects.

Knowledge Management

- ❖ Deliver a unified approach to document management, guided by records management and data strategy, and work with IT and Learning and Evaluation to align systems with this approach.
- ❖ Work with Learning and Evaluation to align technology systems with overall data strategy and organizational learning priorities.
- ❖ Communicate the role and value of the digital workplace, identify efficiency opportunities, and present strategic directions and business cases for changes to and investments in systems and processes.
- ❖ Own the business requirements for all key systems that do not have identified business owners and serve as a thought partner with existing business system owners.
- ❖ Drive design, build, and transform enterprise workplace and collaboration technologies.
- ❖ Work in partnership with IT to develop and deliver training on technology solutions.
- ❖ Work in partnership with the Records Manager to address Records Schedule needs and support the Records Program.
- ❖ Work in partnership with IT and Learning and Evaluation teams to develop strong data governance practices.
- ❖ Maintain a strong relationship with all departments across Wellspring to support requirements and scale collaboration processes and systems.

Intranet

- ❖ Work with program and operations teams across Wellspring to ensure that the intranet becomes a central, reliable and strategic platform for employee collaboration and communication.
- ❖ Create and maintain an intranet governance framework to ensure content is relevant and up to date.
- ❖ Develop an adoption program across all digital platforms to ensure best employee user experience.
- ❖ Develop and deliver training and provide support to all content owners for the Intranet, assisting with overall content strategy.
- ❖ Work in partnership with Communications to devise and implement content and user guidelines for the Intranet.
- ❖ Provide guidance and input to the IT Team to drive and prioritize technical changes to all platforms that improve collaboration and user experience.
- ❖ Work with Learning and Evaluation to ensure robust information architecture across the intranet.
- ❖ Work with Communications and Learning and Evaluation to implement user analytics to identify areas for improvement, producing recommendations and strategies for increasing engagement.

Additional Responsibilities

- ❖ Ensure that projects align with the technology that provides best practice.
- ❖ Ensure consistency in support through continuous review and improvement of existing processes.
- ❖ Work with managers to resolve conflicting priorities.

KNOWLEDGE AND SKILLS / QUALIFICATIONS

- ❖ Demonstrated track record of developing effective relationships across all levels of an organization and with diverse internal customer groups.
- ❖ Demonstrated ability to support major initiatives across a diverse, multicultural environment.
- ❖ Demonstrated ability to plan and manage simple to moderately complex projects including initiatives with multiple delivery partners and/or technology scope.
- ❖ Excellent presentation, verbal and written communication skills; must be an articulate and persuasive communicator.
- ❖ Demonstrated understanding of technology platforms.
- ❖ Demonstrated ability of basic change management knowledge to support project needs.
- ❖ Exceptional interpersonal skills, including the desire to make others successful.
- ❖ Exceptional problem-solving skills with a passion for data integrity, process definition, and continuous learning.
- ❖ Results-driven, solutions-oriented, flexible, and comfortable in a fast-paced entrepreneurial environment with competing priorities.
- ❖ Outstanding judgment, initiative, and motivation.
- ❖ Ability and willingness to travel domestically between NY and DC.
- ❖ Ability to handle confidential client information with complete discretion.
- ❖ Understands and values social justice, including racial and gender equity as an organizational operating principle – and is committed to continued learning on issues related to race, gender, equity, diversity, and inclusion.

Education

- ❖ Masters or bachelor's degree in Library Science, Knowledge Management, Records Management, Computer Science, or equivalent experience.
- ❖ PMP certification desired.
- ❖ UX certification desired.

Experience

Eight to ten years of experience in:

- ❖ Managing, configuring, implementing, designing, building, and migrating: Collaboration & Communication Technologies (e.g. O365, google, Exchange, Teams), Network and Cloud Storage (e.g. Box, OneDrive).
- ❖ User or business facing IT delivery role.
- ❖ Systems project management and requirements definition.
- ❖ Team lead (workstream, technical lead, delivery lead, etc.).
- ❖ Previous consulting or client service delivery experience desired.

SALARY AND BENEFITS

Salary range of \$135,000 - \$165,000 commensurate with experience.

Wellspring offers a very generous benefits package including payment of 100% of the health insurance premiums for employees (and 80% of the premiums for spouses, domestic partners and qualified family members). Wellspring also offers other benefits including life insurance, long-term disability protection, a group 401(k) retirement plan (with an employer match), support for continuing education, up to \$5,250 in annual student loan repayment or college savings assistance for qualified dependents and is committed to providing transgender-inclusive healthcare.

LIMITATIONS AND DISCLAIMER

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. The team member may be required to perform duties outside of their normal responsibilities from time to time, as needed.

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Search conducted by Development Resources, *inc.* www.driconsulting.com

Wellspring Philanthropic Fund believes we are strengthened by the diversity of our staff, and welcomes such diversity including race, gender identity or expression, educational attainment, disability, veteran status, and personal experience with the criminal justice system. We welcome applications from people of all cultures, backgrounds, and experiences, and we strongly encourage people of color and persons with disabilities to apply. We actively cultivate an institutional culture that reflects the values of respect, equity and inclusion that we seek through our work to amplify in the larger world.

Wellspring hires, promotes and retains employees based on their professional qualifications, demonstrated abilities and work performance, as well as on the degree to which these qualities are required in the employment positions made available by the Foundation's service needs and business requirements. All personnel decisions, including but not limited to recruitment, hiring, compensation, assignment, training, promotion, discipline and discharge, are made without discrimination based on any protected characteristic as defined by law (e.g., race, color, religion, national origin, citizenship, ancestry, age, disability, gender identity or expression, sex, sexual orientation, marital or familial status, domestic partner status, veteran or military status, genetic predisposition or carrier status, and prior criminal convictions, as well as educational attainment.

Covid-19 Hiring Update

Wellspring has temporarily transitioned to a work-from-home model, and this role may begin as a remote position. To ensure the safety and well-being of our employees, we will continue to monitor the situation and follow the recommendations from the Centers for Disease Control and Prevention (CDC). Once circumstances allow, staff will work full-time from our NY office.

HOW TO APPLY:

For employment consideration, please submit application to **WellspringPF@DRiconsulting.com**.

All applications must include the following attachments (all in PDF format):

- a resumé;
- a thoughtful cover letter, including how you became aware of this opportunity and salary requirements (must specify actual amount and range); and
- a brief bio

