



**JOB DESCRIPTION:** Executive Director, Innovate Memphis

**LOCATION:** Memphis, TN

**Innovate Memphis Overview:** We develop initiatives, nurture partnerships and incubate solutions to move Memphis forward and deliver impactful, sustained change. We work with diverse stakeholders to collaborate across public, private and non-profit sectors to build solutions based on our four-step innovation playbook. Our work is rooted in human-centered design and data-driven decision making. We focus on a small number of challenges, gain deep insight into the problem, and then apply innovation, demonstration, and incubation principles on a scale that reduces risk and finds a clear path to success.

### **Background**

The Mayor's Institute for Excellence in Government (now Innovate Memphis) was established in 2012. Funded by Bloomberg Philanthropies as one of the first five "innovation teams," the team continues to serve the City of Memphis and other public sector partners. Now, with a mixture of funding sources that sustain the organization, the team continues to follow the innovation process to build and sustain impactful programs.

Innovate Memphis has led or supported the launch of many new organizations, programs, and partnerships, including: MEMShop, MEMFix, City of Memphis Office of Performance Management, Safe Summer, 901 B.L.O.C., BLOOM, Memphis Commute Challenge, Memphis CoPass, Bluff City Snapshot, CleanSTAT, Memphis Property Hub, the Civic Data Forum, the EMS RADAR, Nurse Dispatch, and Healthcare Navigator pilots, and 901RideChoice.

The organization currently works in four main areas: City Innovation Projects, Reimagining the Civic Commons, Transportation and Mobility, and we serve as the National Neighborhood Indicators Partnership partner for the region, delivering data resources, analysis, and capacity-building to local place-based organizations.

### **Responsibilities**

Reporting to the Board of Directors, the Executive Director (ED) will have overall strategic and operational responsibility for Innovate Memphis staff, programs, expansion, and execution of its mission. They will develop deep knowledge of the field, core programs, operations, and business plans.

### **The Executive Director of Innovate Memphis will:**

- Lead the organization through development and execution of strategic planning and sustainability efforts. Evolve the business model as necessary.
- Build partnerships to grow the reach and impact of design and data-driven decision making throughout the public sector and non-profit ecosystem.
- Work with elected officials to grow the understanding and value of innovation in public sector service delivery.
- Manage and maintain strong relationships with a broad set of stakeholders, including senior government officials and private and nonprofit sector leaders.
- Hire and manage a team responsible for performing ethnographic research and using human-centered design principles to generate new solutions, develop pilots, manage progress towards defined targets, and measure impact.
- Provide guidance on standards of quality for customer service, implementation execution and reporting.
- Build the appropriate organizational structure and operational processes to achieve strategic goals.



## INNOVATE MEMPHIS

DELIVERING CIVIC SOLUTIONS

- Ensure that there are clear and appropriate implementation plans for delivery of all major initiatives, including standards for evaluation and risk mitigation in pilots and prototypes.
- Implement the team's Equity at Work Action Plan, perform ongoing equity audits, and ensure that standards for diversity, equity and inclusion are met in the design and implementation processes.
- Achieve defined targets by monitoring performance and course correcting when needed.
- Continue to grow the organization's role as the data intermediary for housing, neighborhood and place-based issues.
- Communicate progress to all relevant stakeholders, including reporting to senior elected officials.
- Manage the Board of Directors, working with the Chair and Committees to engage the Board in growth of the organization. Contribute to board recruitment and growth in Board fundraising.
- Evaluate when programs are impactful and support the execution of the sustainability plan for those programs.
- Position the organization for success in electoral transitions.
- Perform fiscal agent and administrative oversight of programs housed within the organization.
- Manage grants and revenues and ensure reports are issued in response to grant timelines.

### Qualifications

Characteristics of successful candidates for the Innovate Memphis director position include demonstrated:

- A deep commitment to high quality, professional work;
- Previous experience or relationship with public and private funding or be able to provide other guidance in securing grants (as needed);
- Ability to lead large scale transformations that involve multiple stakeholders, constituencies, and/or agencies;
- More than five years of project or program management experience;
- At least three years of experience developing and managing a high performing team;
- At least three years of building trust with funders, clients, and staff;
- Understanding the relationships between various levels of government (local, county, state) and relevant policymaking bodies;
- Track record of establishing targets and delivering measurable results on time and within budget;
- Direct experience working with high-ranking government or private sector leaders;
- Ability to articulate and lead by the organization's values and definitions of diversity, equity, inclusion, and anti-racism; and
- Ability to thoughtfully communicate with and respectfully engage diverse stakeholders around a shared vision for achieving results.

Candidates with expertise in process improvement, human-centered design, performance management, anthropology and ethnographic research, marketing and storytelling, fundraising, strategy, or innovation are preferred.

**Salary:** \$112,500-\$127,500, plus health, vision, and dental benefits and a 401k matching program.

### To Apply:

Send a cover letter and resume with subject line "Executive Director" to [careers@innovatememphis.com](mailto:careers@innovatememphis.com).

Application materials should be submitted by **May 23, 2022**. If the selection committee chooses to extend the deadline, that will be communicated at [innovatememphis.com](http://innovatememphis.com).