

Crime Lab Title: Associate Director, Operations
Reports to: Chief Operating Officer
Start date: ASAP

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 develop and manage internal organizational programs and policies to support the mission of the Labs. This person will set up the infrastructure and systems needed for a growing staff and dynamic work environment that is collaborative, transparent, and equitable. The Associate Director will report to the Chief Operating Officer, work closely with the Crime and Education leadership team, and will oversee HR and facilities.

Responsibilities:

- Develops and manages a career development program; designs career paths to support research staff, identifies professional development needs, develops policies and practices, designs strategies for providing training opportunities for staff that will support career development, and maintains a knowledge base of resources; conducts and/or organizes professional and career development trainings as needed
- Maintains a Crime and Education Lab operations manual to build institutional knowledge and document research and administration policies and procedures; works with research and operations staff to develop the materials, compiles into a centralized resource, manages adoption and implementation, and develops a cadence for updating the manual

- Leads the annual staff engagement survey; designs and administers the survey, manages the analysis plan, develops a plan for dissemination and a process for incorporating feedback into recommendations for management, works across the organization to implement, manage, and track progress on recommendations; coordinates annual staff retreat to support employee engagement
- Executes internal communication efforts between management and staff to ensure organizational policies and practices are transparent and accessible to both the Chicago and New York offices
- Manages the Urban Policy and Research Internship Program (UPReP), in partnership with the Institute of Politics; recruits UChicago students to the program, works with our government partners to identify intern needs, and places students in year-long internships, manages partner relationships, coordinate enrichment activities for the students, and supports fundraising and media efforts.
- Manages, mentors, coaches, and develops two direct reports in office services and human resources
- Undertakes 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 organizational development 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
- Project management experience preferred
- Previous management experience preferred

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 **JR04462**. 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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Job seekers in need of a reasonable accommodation to complete the application process may contact the Shared Services Office by calling 773-702-5800 or by emailing sharedservices@uchicago.edu with their request.