

# Programs and Knowledge Manager Position Description

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## Summary

This position supports PEAK Grantmaking's work to identify equitable, effective, and efficient, philanthropic practices and advocate for their adoption by grantmakers. To accomplish this goal, this role combines several important functions:

- online community management and strategy; and
- educational content design, writing, and editing.

As PEAK Grantmaking's online member community grows, we are seeking a professional who can develop a strong online member community management plan with an eye toward growing and nurturing our network's knowledge of and commitment to practice change in philanthropy. Knowledge of philanthropic organization policies, procedures, and processes will contribute to quick on-boarding in this position. The ideal candidate will combine the key skills of neutral and supportive discussion moderation, member relationship management, and volunteer management.

With such a close eye on the pulse of our network, this position will also provide key input into the association's educational content development and writing. The Manager provides input for short-and long-term planning for educational content development, as well as the implementation, tracking, and evaluation of educational content related to grantmaking practices. The ideal candidate will have a keen ability to distill complex concepts and processes into easy-to-digest chunks that will aid in developing relevant and accessible educational products.

Ideally, the right person for this job would also be comfortable and competent in training large or small groups and able to travel on average 2 – 3 days per month to visit our regional chapters and other philanthropy events.



The Manager works collaboratively across internal departments, with volunteer advisory groups, and with external partners and subject matter experts in order to elevate grantmaking practice and highlight its important role in values-based and strategic grantmaking.

The Manager reports to the Programs and Knowledge Director and manages external consultants and volunteers.

## **Duties, Responsibilities, and Authority**

### **Practices Content Development Strategy and Implementation**

- Work with the Programs Directors to develop a strong content development strategy and project plan.
- Assist with writing, editing, and designing educational content like scripts for online courses, discussion guides, job aids, toolkits, and other resources.
- Assist with development of educational content identified in the project plan, using knowledge of internal and external subject matter experts.
- Support volunteer advisory committees, volunteers, speakers, and consultants tasked with assisting in the development of educational content.
- Develop and facilitate workshops and webinars (public-facing) to promote the adoption of Principles and more ideal grantmaking practices.
- Write content on programs and products for promotional use, social media, blogs, newsletters, and other outlets
- Stay connected to philanthropic and nonprofit sector trends, issues, and colleagues in order to assist in developing partnerships and avoiding recreating the wheel.

### **Online Community Management**

- Work with the Programs department to develop a strong online community management plan.
- Moderate and support volunteer moderation of online communities of practice associated with various practice change efforts.
- Pull discussion trends, qualitative data, resources, and samples from discussions taking place on the community.
- Highlight and share conversations that demonstrate peer-to-peer sharing and problem-solving.
- Utilize community data to drive member engagement and educational content development.



### **Program Planning and Execution**

- Collaborate with the Education, Membership, and Communications departments to implement the organization's content development, content marketing, and membership engagement tasks and projects. Coordinate with other departments to ensure timely delivery of products and content.
- Travel as necessary to partner conferences, speaking engagements, PEAK Grantmaking annual conference, board meetings, and staff meetings. Book travel and track travel expenses to remain in budget.
- Ensure that program deliverables are on time, within budget, and at the required level of quality.
- Track and report on your progress on quarterly and annual work plans.
- Determine clear metrics and objectives for program success and evaluate and report on success measures quarterly and annually.

### **Development/Revenue Generation**

- Support for writing and reporting on grants to the Programs dept.
- Develop relevant and timely products that sell a la carte and drive membership (Action Guides, Toolkits, Webinars, Online Learning)
- Engage in membership marketing at all appearances and networking events

### **Qualifications**

- Experience in and familiarity with philanthropy, grantmaking practice, and the grantmaking profession
- Experience in online community management
- Experience in developing educational content, curriculum design, and delivery
- Experience in engaging and managing volunteers
- Knowledge of racial equity and diversity, equity, and inclusion principles
- Project management experience

### **Compensation**

A comprehensive salary and benefits package will be offered. The salary range for this position is \$52,500 - \$60,000, commensurate with experience.

### **Physical Demands**



- Must be able to use the phone and computer, sometimes for prolonged periods.
- Must be able to travel nationally, on average 2-3 days per month.

### **Location and Work Environment**

Our offices are located in downtown Washington, DC near public transportation. Locals are encouraged to work at least one day a week in our office and may choose to work there all 5 days. This space is a shared office suite environment with moderate noise (e.g., colleagues' conversations, computers, and printers) and light traffic.

Work-from-home and non-standard (flex) working hours are also available for this position. Many staff are virtual and you will be required to maintain core working hours from 10am – 3pm eastern to accommodate peers across all time zones. You will be required to use collaborative software and video conferencing to stay in touch with co-workers and colleagues.

Equal opportunity and having a diverse staff are fundamental principles of PEAK Grantmaking, where employment and promotional opportunities are based on individual capabilities and qualifications without regard to race, color, religion, gender, pregnancy, sexual orientation/affectual preference, age, national origin, marital status, citizenship, disability, veteran status or any other protected category as established under law.

### **How to Apply**

Please send resume and cover letter to [melissa@peakgrantmaking.org](mailto:melissa@peakgrantmaking.org).