

Program Manager, Higher Education

Collaboration drives progress. *Excelencia* in Education's [Growing What Works Database \(GWW Database\)](#), the nation's leading online directory of programs accelerating Latino student success in higher education, highlights evidence-based practices that are making a positive difference for Latino, and all, students across the country. But showcasing these successes is only the beginning. As Program Manager, Higher Education, your work will foster a vibrant community of practice where institutional program leaders come together to share insights, build partnerships, and collaborate to advance Latino student achievement. You will play a role in shaping the next phase of this growing resource, empowering institutions across the country to adopt, improve, and scale programs to advance Latino student achievement.

Reporting to and collaborating closely with the Director of Institutional Programs, you will be an integral member of the Institutional Programs team, driving the evolution of Growing What Works and supporting the success of programs serving Latino students nationwide. This role requires building meaningful relationships with program leaders, understanding their unique challenges, and thinking critically to guide them to develop actionable solutions. Your work will focus on three key areas: managing the database while providing direct support to institutions within *Excelencia's* network, organizing learning sessions that address critical topics for program practitioners, and collaborating on strategic initiatives across *Excelencia* to enhance its capacity to help institutions scale their impact.

Flexibility and adaptability will be essential as you steward this growing body of work, ensuring it remains a dynamic resource for institutional leaders committed to improving Latino student success in higher education. By fostering a collaborative community of practice and leveraging insights from the Growing What Works Database, you will equip leaders with the tools, knowledge, and partnerships needed to replicate and scale evidence-based practices that work for Latino students. This is a unique opportunity to contribute to a national movement transforming higher education and driving meaningful progress in Latino college completion.

How You'll Make an Impact

- **Institutional Support:** Develop a deep understanding of the programs in the Growing What Works database to identify and provide resources for practitioners at every stage of their journey. Provide direct support to program leaders in our network and identify ways for *Excelencia* to engage more deeply by meeting them where they are and supporting their unique needs.
- **Convening and Education:** Plan and facilitate technical assistance sessions that convene program leaders around key topics, leveraging insights from the GWW Database to foster collaboration and the exchange of evidence-based practices.
- **Cross-Functional Initiatives:** Work with multiple teams and departments on cross-functional initiatives that enhance *Excelencia's* capacity to help institutions grow, refine, and scale their programs effectively.

Work Environment, Salary, and Benefits

- You'll enjoy a flexible work environment, collaborating twice a week in our Washington, DC, office and working from your home office three days a week.

- All employees must reside in one of the following states: MD, VA, TX, AZ, CA, IN, NM, FL, or Washington, DC.
- The budgeted salary range for this role is \$75K - 90K annually for DC-based candidates, with adjustments for other regions. *Excelencia* in Education offers a comprehensive benefits package including medical, vision, and dental insurance; paid annual leave, sick leave, and federal holidays; time off between Christmas and New Year's; a retirement plan with employer contribution, and support for professional development.
- You will join a high-performing team passionate about accelerating Latino student success in higher education by supporting transformational change at institutions to SERVE (not just enroll) Latino students. Your colleagues are eager to offer help, figure things out together, celebrate our wins, and reflect on our processes.

Responsibilities

Maintain and Enhance the Growing What Works Database

- Oversee the review and assessment process for programs to determine inclusion in the database.
- Enhance the database's utility by improving presentation, metrics, information categorization, and usage tracking.
- Draft program profiles from submitted content and provide evergreen materials to promote the database's visibility.

Support Practitioners and Institutions

- Develop a deep understanding of Growing What Works programs to support institutional practitioners seeking to build capacity for transformation.
- Provide curated resources and foster ongoing communication with constituents across various channels.
- Respond to and track inquiries related to Growing What Works or Programs for Latino Student Success, sharing insights internally to support learning.

Management of Programs for Latino Student Success, Community of Practice

- Lead the implementation of Programs for Latino Student Success, a Community of Practice, in ways that establish and grow engagement with recognized programs.
- Proactively engage program practitioners through consistent communication and create opportunities for connection (virtually or in-person).
- Research and implement methods to deliver engaging content and connect practitioners with *Excelencia's* resources.
- Plan session agendas, coordinate content with team members, and track and vet speakers.
- Collect and summarize participant feedback to inform program improvement.

Organization-Wide Initiatives and Continuous Improvement

- Work with teams across *Excelencia* to promote and expand the database's reach, contributing content for articles, publications, and technical assistance events.
- Participate in cross-functional teams to plan and execute events and organizational projects. For example, serving as a liaison to the Research team for special projects such as the LCC US and Medium posts.
- Foster and maintain strong relationships with *Excelencia's* affiliates and stakeholders by acting as an inclusive connector, addressing their needs, and identifying alignment opportunities within the network.
- Provide resources and insights that reflect a deep understanding of how institutions function and what's needed to drive change in practices and behaviors.

Required Skills and Mindset

- **Commitment to Latino Student Success:** Passion for advancing college access and success for Latino students through thoughtful and impactful work.
- **Effective Communication:** Engage confidently with stakeholders at all levels, delivering clear and compelling written and verbal communication. Recognize diverse perspectives and act as a valuable resource to others.
- **Constituent Engagement:** Build meaningful, non-transactional relationships with constituents through empathy, active listening, and tailored support across in-person, phone, and virtual interactions.
- **Attention to Detail and Organization:** Deliver accurate, high-quality work, quickly addressing and learning from mistakes. Manage competing priorities with strong time management and task-tracking systems, using tools like Asana to stay organized.
- **Technical Proficiency:** Navigate technology seamlessly, including Mac systems, Google Workspace, Microsoft Office, Zoom, and other web-based platforms.
- **Collaborative Proactivity:** Anticipate challenges, think steps ahead, and adapt solutions while fostering teamwork and alignment across the organization.
- **Humility and Inclusivity:** Approach the work with respect and humility, meeting institutions where they are and supporting them in ways that intentionally serve Latino, and all, students.
- **Ownership and Resilience:** Stay accountable, maintain high standards under pressure, and turn challenges into opportunities for growth.
- **Adaptability and Curiosity:** Remain open to unexpected opportunities, continuously learn from peers and industry trends, and adapt as priorities evolve.
- **Problem Solving and Innovation:** Analyze complex issues, identify patterns, and craft equitable, sustainable solutions that drive positive change.
- **Optimism and Possibility:** Embrace a can-do attitude, believing in the potential to achieve unprecedented results through creativity and persistence.
- **Relationship Building:** Cultivate strong partnerships within and beyond the organization by understanding others' needs and fostering collaboration.

Qualifications

Experience

- 4+ years of program management experience in higher education, a nonprofit, or a similar setting working directly with higher education institutions. Direct experience serving Latino student populations is preferred.
- Proven ability to develop, manage, and nurture communities of practice or collaborative networks, fostering peer-to-peer learning and engagement.
- Proven success in managing multiple complex projects and coordinating cross-functional stakeholders effectively.

Skills and Expertise

- Proven ability to cultivate and maintain meaningful partnerships with institutional leaders by understanding their needs, fostering collaboration, and connecting them with effective resources to achieve program goals.
- Exceptional written communication skills, including crafting compelling stories, developing professional resources such as toolkits and guides, and tailoring messaging for higher education audiences.
- Expertise in designing and refining processes to improve program efficiency, scalability, and impact.

About *Excelencia*

Launched in 2004 in the nation's capital, *Excelencia* in Education leads a national network of results-oriented educators and policymakers to tap the talents of the Latino community and address the U.S. economy's needs for a highly educated workforce and engaged civic leaders. With this network, *Excelencia* accelerates Latino student success in higher education by promoting Latino student achievement, informing educational policies with a Latino lens, and advancing evidence-based practices. For more information, visit: EdExcelencia.org

To Apply

Please submit your application to Staffing Advisors through this link: [Program Manager](#).

Internally, this position title is: Community of Practice Manager

Staffing Advisors is committed to reducing bias in every aspect of the hiring process. We have long recommended a competency-driven approach to hiring. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or any other basis protected by law. We encourage you to apply even if your experience is not a 100% match with the position description; we will consider people from a variety of backgrounds and career experiences.