

Manager, Administration and Offices

Boston, MA

About Us

Social Finance is a national impact finance and advisory nonprofit. By working with the public, private, and social sectors, we create partnerships and investments to measurably improve lives. In the past decade, we have mobilized over \$225 million to help more than 35,000 individuals realize improved outcomes in education, economic mobility, health, and housing.

We are driven by the belief that social and economic systems should enable all people to thrive, and the conviction that we can create the most meaningful and measurable change in our communities when governments and markets work together. Our organization is built upon four core values:

- Putting people first
- Focusing on results
- Demonstrating the highest standards of integrity and accountability
- Building enduring cross-sector partnerships

And it is strengthened by a commitment to [diversity, equity, and inclusion \(DEI\)](#).

We work across three core practice areas: impact investing, advisory, and field building. Through our impact investing portfolio, we develop and manage innovative investments, including the [Career Impact Bond](#) and the [Social Impact Bond](#). In our advisory practice, we work alongside impact-focused leaders to implement outcomes-oriented approaches. And in our field-building work, we share firsthand learnings and best practices to catalyze social impact in the field. Across all our work, which spans the public, private, and social sectors, we continually challenge ourselves and our partners to use funding and data in innovative ways to create lasting impact.

The Opportunity

We are searching for a hands-on and empathetic manager to oversee our talented administrative team, work from our Boston office and oversee all daily office operations across our Boston, Washington, D.C., Austin and San Francisco offices. The Manager will report into the VP, Talent and work in collaboration with the Talent team and other functional groups throughout the organization.

Responsibilities may include, but are not limited to:

Management of the Administrative Team (50%)

- Oversee, mentor, coach, develop and support caring team of 5 administrative professionals in all aspects of their day-to-day administrative support
- Solicit, collect and calibrate performance feedback on all administrative assistants in support of performance review and promotion cycles
- Hire, onboard and coach new members of the administrative team
- Ensure proper coverage and back-up support for the needs of the Senior and Leadership team for meeting management, calendaring, travel, expenses, and other strategic support; balance same against ensuring team is supported and sustains proper work/life balance
- Manage relationship with outsourced virtual assistant vendor to allow for surge staffing capacity
- Work with administrative team to create best practices and streamlined services for all administrative tasks
- From time to time, act as floater assistant for team, during vacations, leaves and absences
- Work with Talent Team to ensure proper career pathing and development is in place for administrative team

Office Management (50%)

- Collaboratively oversee and support Boston office coordinator (on all below office management work) and provide remote support for all satellite offices (San Francisco, Austin, Washington, D.C.) on same
- Ensure consistent physical coverage of all office once pandemic planning allows for safe opening
- Work with VP, Finance and IT to ensure all building and infrastructure services are properly running

- Act as main point of contact with property managers to ensure excellent relations, service and ongoing communications re property rules, common area usages, guest protocols, and emergency planning
- For all offices, ensure proper security practices are in place (badges, guest visitors)
- For all offices, ensure proper emergency planning is in place
- Manage servicing (sourcing, contracting, negotiating and associated expense management) for all offices including office supplies, kitchen supplies, cleaning services, temporary help, furniture, parking, storage, delivery and mail services, repairs, artwork and swag (new hire and year-end); ensure all managed via proper inventory and budgeting methods
- Ensure proper seating chart in place for all offices – closely manage office capacity, employee transfers and separations, and advise Talent Team on space constraints
- In partnership with Talent Team, ensure proper safety and return to work training in place for all offices
- Other office-related projects as needed, including new office opening planning and management

Qualifications

We seek a highly motivated candidate who is committed to developing their administrative skillset while fulfilling our firm's mission and vision.

- 10 years' experience managing, coaching and developing high-performing administrative teams; experience with office management across multiple offices
- Proven experience with best practices within the administrative and office management function (calendar, travel, expense management, inventory, security/guest practices and space planning)
- Comfortable working independently, as well as part of a team
- Skilled at managing relationships across time zones and organizational levels
- Excellent written and verbal communication skills
- Proficiency with Microsoft Office and Google Suite; familiarity with Salesforce a plus
- Interest in and ability to adopt new technologies and platforms with ease
- Strong customer service skills and comfort in a client-facing role

- Demonstrated ability to prioritize tasks and meet deadlines
- Strong flexibility and commitment to growth; excited to respond to the changing needs of managers and the broader needs of the organization
- Ability to work from Boston office 4 days per week and travel 1x per quarter to satellite offices
- Ability to stay organized, produce results quickly, and remain poised under pressure
- Ability to anticipate and proactively address the needs of leadership and Social Finance
- Commitment to enhancing a team culture of inclusion, belonging and equity

Benefits

At Social Finance, we strive to deliver a benefits program that will enhance our overall value proposition to employees. Our current benefit offerings include:

- Comprehensive health care coverage: medical, dental and vision insurance; flexible spending accounts; Employee Healthy Actions programs and more
- Retirement savings plan with employer contribution
- Short-term, long-term and life insurance policies
- Commuter benefits and cell phone reimbursements
- Dedicated budgets for team building and employee recognition
- Annual budget for external professional development opportunities
- Mentorship and onboarding programs
- Collaborative and energizing workspaces in downtown Boston, San Francisco, and Austin
- Paid vacation and paid holidays (with 12/24-1/1 off every year)
- Paid parental leave
- A truly stellar team of high performing, values-driven and fun (!) professionals

Application

Applicants must be permanently authorized to work in the United States on a full-time basis. Please send a cover letter and resume to hire@socialfinance.org (Subject line: Manager, Administration and Offices). Further sample work product may be requested during the interview process. Review of applications will begin immediately. No phone calls please.

Social Finance, Inc. is an equal opportunity employer, and all qualified applicants will be afforded equal employment opportunities without discrimination because of actual or perceived race, color, national origin, sex, age, religion, creed, disability, marital status, citizenship, ancestry, personal appearance, sexual orientation, gender identity or expression, political affiliation, military status, status as a protected veteran, genetic information, or any other legally protected status.