



Director of Programs and Operations

Job Summary:

The Director of Programs and Operations is a strategic thought-partner with, and reports to, the Executive Director. They are a hands-on and participative colleague who leads and develops internal and external teams to support the following areas: organizational operations, programmatic (member and event) operations, data management, and organizational technology (hardware and software).

This position is responsible for creating and standardizing organizational procedures for information and data storage, tracking, and maintenance; managing and overseeing the implementation of continuing legal education seminars and other events; and ensuring functionality of all internal operations.

The Director of Programs and Operations reports to the Executive Director, directly manages the Office Coordinator, is a member of the leadership team, and plays a critical role in strategic decision making related to operations.

Organizational Background:

NPAP is a non-profit organization whose members hold law enforcement and corrections officers accountable to constitutional and professional standards through coordinated legal action, public education, and support for grassroots and victims' organizations. We have hundreds of dues-paying members nationwide. Membership is open to lawyers, legal workers, and law students who represent victims of police and correctional misconduct. NPAP is a project of the National Lawyers Guild (NLG).

Salary: \$75,000/yr.

Benefits include:

- Fully paid health, dental, and disability insurance;
- 401k employer match;
- 10 days of paid vacation;
- 13 paid holidays;
- Sick days and personal days.

Management of Continuing Legal Education (CLE) Seminars and Other Events

- Manages and owns the planning and organization of NPAP events including webinars, in-person trainings, and hybrid CLEs;
- Provides thorough and detailed project management (either utilizing existing MOCHA or developing alternative systematic plan) for all events;
- Reviews and approves all promotional materials for events, including fliers for potential sponsors, social media fliers, and other materials;
- Reviews and approves state accreditation applications compiled by Office Coordinator;
- Creates or provides detailed instruction for creation of event registration pages;
- Ensures, for accredited CLE events, that attendee participation is tracked appropriately;
- In conjunction with the Executive Director, runs CLE committee meetings;



- In conjunction with the Executive Director and relevant board committee(s), audits and evaluates the quality of programming and member experience.

Internal Operations and Information Technology (IT) Management

- Works in conjunction with communications staff to maintain and develop website, including leveraging external consultants and vendors when appropriate;
- Creates and maintains protocols for members-only content (including membership information, access to digital library, private CLEs, and webinars);
- Creates and maintains file management system for staff and assigned Board committees;
- In consultation with the Executive Director, ensures the organization has the appropriate IT systems, software, and hardware to meet its evolving needs, leveraging external consultants and vendors when appropriate;
- Maintains and evaluates existing onboarding procedures to track all new hire information and educate employees regarding technology tools, policies, and procedures;
- Maintains and evaluates existing offboarding procedures to ensure organizational security and appropriate collection of hardware and transfer of accounts.

Department Management and Supervision

- Manages work of Office Coordinator in implementation of administrative components of event planning (speaker material collection and distribution, certificate distribution, accommodations, etc.);
- Manages Office Coordinator's implementation of membership sign up, renewal, and expiration protocol;
- Manages Office Coordinator in implementing membership programs (including new attorney meetings, strategy spaces, etc);
- Oversees Office Coordinator's support of membership committee initiatives, including timely and accurate production of membership data, lapsed member information, and membership solicitation efforts;
- Conducts annual evaluation of the office coordinator;
- In partnership with the Executive Director develops key performance indicators related to membership and programs;
- Maintains and evaluates protocol for membership sign ups and renewals;
- Manages the budget of the operations department.

Qualifications

- Ability and desire to work collaboratively with interdisciplinary teams;
- Strong communication and interpersonal skills;
- Strong fluency with computer systems and ability to learn new organizational systems quickly;
- Minimum 2 years of experience supervising full-time employees;
- Experience managing operations of a membership organization;
- Experience with events management is preferred;
- Strong organizational skills;
- Ability to meet deadlines and balance competing priorities;
- A commitment to NPAP's mission of ending police violence.



Application Instructions

Please send your resume, cover letter, and three professional references to Jane Clayton at operations.npap@nlg.org. We encourage applicants to submit their materials before Friday, March 28, 2025, but the position will remain open until filled.

NPAP is an equal employment opportunity employer.

NPAP understands that police violence and the carceral system disproportionately harm communities of color, people with disabilities, and people from low-income backgrounds. We strongly encourage applications from people with these identities and lived experiences.