



Talent Manager
ACLU of Massachusetts
Boston, MA

Executive Summary

The American Civil Liberties Union (ACLU), America's premier civil rights and civil liberties organization, seeks an insightful and mature human resources professional with deep expertise in leadership development and performance management to serve as Talent Manager (TM) for Massachusetts. The TM will join an exceptionally skilled and dedicated team of lawyers, organizers, communications specialists, and lobbyists, working together in the courts, the legislature, the media, with ACLU members, and with allied organizations and groups to extend constitutional protections and defend human rights and civil liberties.

For nearly 100 hundred years, the ACLU has been at the center re-shaping and expanding the definition of freedom, liberty, equality, and justice in America. The ACLU of Massachusetts (ACLUM), founded in 1920 as the first state affiliate in the ACLU network, stands on the forefront of on-going battles for racial justice, gender equality, LGBTQ equality, women's rights and reproductive justice, immigrant's rights, religious liberty and belief, privacy, due process, student rights, criminal justice, police misconduct, and freedom of speech and the press.

The ACLU of Massachusetts has created the Talent Manager role to help the organization drive towards more effective integrated advocacy, which combines litigation, legislation, and public education to protect and promote individual rights and liberties. The TM will identify opportunities for leadership development and provide effective individual coaching; build successful lines of internal communication across all functional areas and at all levels; and establish a valuable Human Resource Office that outlines processes and procedures for compensation and benefits, regulatory and compliance, conflict resolution, technology infrastructure, facilities management and programs for employee training and team development. This will serve to reinforce collaboration and integration across the enterprise and shape high-quality leaders who will positively influence the culture internally and amplify the work of the ACLUM externally.

Reporting to the Executive Director, the TM will be a strong coach and problem solver, diplomatic change agent, and an expert in understanding organizational dynamics. The TM will incorporate active and engaged learning into the life and activities of the organization, instill a shared sense of accountability between team members that fortifies their approach to



integrated advocacy, and create pervasive, sustainable cultural norms and values that align with the mission of the ACLUM.

The ideal candidate must have sound judgment to deal with confidential and sensitive information, and often act as a liaison between the Executive Director and other constituencies, both internal and external. This person must be able to understand, clearly articulate, and operationalize the Executive Director's ideas, thoughts, and perspectives as they relate to the organization's internal purpose and objectives. They should be comfortable leading and sustaining change, and embody a sophisticated sense of racial and social justice with an appreciation for fostering diversity, equity and inclusion in all activities. The TM must be able to thrive in a small team environment, where members "roll up their sleeves", to ensure effective and smooth HR support to employees across the organization, while also venturing upstream to be a strategic thought partner to the senior management team.

The ACLU seeks expertise in many of the following areas: organizational design, change management, professional development and training, leadership strategy, performance management, internal communications, conflict resolution, human resource administration. Experience in a mission-driven, fast-paced environment is highly desirable along with a quick-thinking, flexible, and inclusive approach that values the need for consensus while driving progress against stated goals.

An inspirational style that compels others to perform at the highest levels, embrace change and self-reflection, and adopt a cohesive vision is essential. The candidate will possess a deep commitment to the ACLU's mission of protecting civil liberties for all people, a sense of duty to and understanding of racial justice and all forms of equity, and the wisdom to deploy influence, persuasion, and active listening in pursuit of change. Excellent communication and negotiation skills are critical. A Bachelor's degree in human resources or related field is required, an advanced degree is preferred.

The ACLUM maintains a fast-paced and collegial work environment with offices in downtown Boston, a vibrant city steeped in history with diverse neighborhoods, a rich arts and culture scene, and a legacy of education, innovation and ideas. To learn more about the ACLU of Massachusetts, please visit www.aclum.org.

Position Description

To be successful in this role, the TM must serve as a strategic advisor to the Executive Director, senior leadership team, and across all levels of the organization. Specific challenges, opportunities, and responsibilities include:

Serving as a strategic advisor and thought partner regarding leadership development and performance management across the organization.

The incoming TM will be expected to serve as a strategic advisor, thought partner, content expert, and coach regarding leadership development and performance management at all



levels of the organization. This includes arranging appropriate training modules that promote self-awareness and advance management skills and leadership abilities; creating performance management strategies along with detailed action plans to help team members achieve goals; and delivering personalized coaching that offers thoughtful, practical, and wise counsel to all team members.

Evangelizing and promoting a unified and vibrant internal culture that supports integrated advocacy.

In partnership with the Executive Director, the TM will play a key role in promoting and fostering a unified culture that enhances relationships across all levels and bolsters the ACLUM's approach to integrated advocacy. This will be achieved, in part, by ensuring that effective communication is occurring across the organization, defining clear roles and responsibilities for team members that offer flexibility at areas of intersection, and leading the celebration of team successes. The TM will work closely with the Executive Director and senior staff to steer the development and implementation of this supportive, collaborative culture.

Establish and shape a Human Resource Office that provides high quality, responsive, and efficient human resource support and services.

The TM will evaluate current HR policies and procedures to ensure best-in-class, equitable processes for recruiting and retention, employee orientation and onboarding, and succession planning, as well as the effective administration of compensation and benefit programs. As needed, the TM will offer recommendations of and closely oversee external HR vendors and partners. Further, the TM will guide and oversee the work of the IT Manager – responsible for IT, office management, and facilities – to ensure seamless service delivery to internal clients. The TM will also provide advice on resolution of employee questions and concerns related to internal operations, human resource policies, procedures, and employee relations issues.

Attributes of the Ideal Candidate

While no one person will embody all the qualities enumerated below, the ideal candidate will possess many of the following professional and personal abilities, attributes, and experiences:

- Bachelor's degree in Human Resources or related field required; MBA or similar degree preferred;
- A minimum of seven to ten years' in human resources with specific experience in performance management or leadership development, and demonstrated success in complex, dynamic social justice organizations is preferred;
- Presence, maturity, and credibility to be an agent of organizational and cultural change; a track record of successful change management, including helping senior staff transform an organization;
- Experience creating human resources strategies and programs designed to improve the work of a highly qualified and motivated staff; takes pride working behind the scenes to build a stronger organization;



- A strong yet collegial style reflecting the ability to lead people and groups, develop leaders and teams; an outstanding competency and sensitivity to all dimensions of diversity, equity, and inclusion in the workplace;
- Strong emotional intelligence, accessible and trustworthy communication style with deep customer service orientation; able to handle sensitive and confidential information with the highest degree of professionalism;
- A proactive and responsive style that challenges the status quo; values the need for consensus while driving progress against identified goals; a skilled negotiator;
- The passion to support civil liberties, civil rights, and the ACLUM's mission;
- A commitment to diversity and respect for differences of race, ethnicity, age, gender, sexual orientation, gender identity, religion, ability, and socio-economic circumstance.

How to Apply

ACLUM has retained Talent Citizen to assist in this recruitment. Associate Vice President Adele Mezher is leading the search. Please send a cover letter describing how your experience and skills meet the requirements for this position, along with your resume to: aclu-hr@talentcitizen.com. To facilitate our review, please include your "Last Name, First Name" as the subject line. We will review applications on a rolling basis until we fill this position.

ACLUM is an equal opportunity/affirmative action employer and encourages women, people of color, persons with disabilities, and LGBTQ persons to apply.