



Position Description: Program Manager, Global Service

About Points of Light Institute

Points of Light inspires, equips and mobilizes people to take action that changes the world. The Institute has a global focus to redefine volunteerism and civic engagement for the 21st century, putting people at the center of community problem solving. We envision a world in which each person has discovered his or her power to make a difference, creating vibrant, healthy communities in societies around the world. Points of Light operates four public-facing business units that share this mission: HandsOn Network, generationOn, AmeriCorps Alums and the Points of Light Corporate Institute.

Global Service is a department housed within Points of Light's Civic Incubator, and works across the organization to scale Points of Light's mission and impact globally. Points of Light's global priorities are to: 1) Strengthen and grow HandsOn Network's affiliate base and generationOn internationally, and 2) Grow the impact of our Corporate Institute and corporate partnerships globally.

HandsOn Network currently has fifteen international affiliates operating forty action centers and mobilizing 65,000 volunteers per year outside the United States. Our Corporate Institute convenes a fifteen-company Global Committee that is deepening and innovating global corporate impact through volunteering and service; we support a number of companies international employee volunteering programs.

Position Title: Program Manager, Global Service

Department/Business Unit: Global Service/Civic Incubator

Position Reports to: Vice President, Global Service

Location: Atlanta, GA

Position Summary

The Global Service Program Manager will be part of a small, entrepreneurial team working to rapidly grow Points of Light's global presence and impact. The Program Manager will work closely with other internal departments (e.g., Affiliate Advancement, HandsOn University, Development) as well as executive directors of our international affiliates and leaders of our corporate and strategic partners.

A primary focus of the role is to strengthen HandsOn's global affiliate network. This will involve designing and delivering high-impact and innovative service offerings for our international affiliates in four main areas: 1) Knowledge building, 2) Network building, 3) Brand building, and 4) Sustainability.

The Program Manager will also play a lead role in delivering international corporate employee activation projects through HandsOn's international network, developing globally-focused service innovation projects, and supporting marketing, communication, and fundraising efforts for Points of Light's global work.

Position Responsibilities

The Global Service Program Manager's responsibilities include:

1. International Network and Capacity Building
 - Lead regional and global networking and capacity-building initiatives, including ongoing international network calls, regional meetings, webinar trainings, and online community
 - Develop strategy and drive implementation for extending core Affiliate Advancement initiatives and processes globally
 - Provide support and technical assistance in response to international affiliates' requests for leading practices, resources and/or connections
 - Track development and progress of new international affiliates and support access to membership benefits
 - Support fundraising and partnership development efforts to strengthen HandsOn's international network
2. Program Management of International Corporate Activation Projects
 - Manage global corporate relationships and reporting
 - Manage contract and payment processes with international affiliates/partners
 - Lead local affiliate/partner orientation, training, equipping, monitoring, technical assistance and evaluation processes
 - Support proposal and partnership development efforts with corporate partners
3. Market Research and Project Development/Implementation
 - Support development of Global Committee impact initiatives and knowledge-building agenda
 - Lead research efforts to formulate new global products/services (e.g., global HandsOn Schools, international cross-border volunteering, micro-volunteering)
 - Manage project implementation in collaboration with strategic partners and international network
 - Support fundraising efforts to build and grow innovative new programs
4. Marketing, communication, and information management for global work

- Develop communication materials/proposals to support fundraising and partnership-building efforts
- Provide/manage content for Points of Light's broader communication channels and internal awareness building
- Develop/maintain global sections of Points of Light's websites and internal management systems (e.g., Salesforce)
- Present on Points of Light's behalf at conferences and meetings

Candidate Attributes and Qualifications

- Minimum of a bachelor's degree and 5 years of relevant work experience in partnership/network development, nonprofit sector/NGO capacity building, corporate/nonprofit program management, and/or social entrepreneurship
- Demonstrated entrepreneurial and problem solving skills, and track record of creative solution building
- Strong conceptual design, research and analysis skills
- Strong process design, program development, and project management skills
- Strong relationship building skills, particularly across international contexts, corporate/nonprofit sectors, and/or multiple internal departments
- Excellent written and verbal communication skills
- Experience managing and growing impact of a network and/or partnership-driven organization
- Experience leading projects in or with the corporate and nonprofit sectors
- Significant international exposure and work experience outside the United States
- Passion for and track record of engagement in volunteering and service
- Ability to thrive within ambiguity and fast-paced change
- Results-driven, with an ability to prioritize and multi-task
- Multilingual skills a plus

Travel

Some domestic and international travel expected, approximately 15%.

Compensation

Salary will be competitive and commensurate with experience; excellent benefits.

For more detailed information about the organization, please visit: www.pointsoflight.org

Applications

Send cover letter and resume, referencing the job title, in confidence to:

Human Resources, 600 Means Street, Suite 210, Atlanta, GA 30318

e-mail: resumes@PointsOfLight.org.

Fax: 404.979.2901

No phone calls please.