



# OPERATIONS MANAGER

## About The Hive

The Hive helps young people and emerging adults successfully transition into adulthood. We are a community-based solution seeking to transition our reliance away from the parts of the legal and child welfare systems that have been proven ineffective, replacing them with holistic systems of care and support strengthened by an ecosystem of partners. We want to ensure young people and emerging adults stay out of the legal system and, ultimately, we want to end practices that further replicate harm, like incarceration, policing, and family separation. We believe in a world where all young people feel like they belong and have the resources they need to become independent, healthy, and thriving adults.

The Hive was launched publicly in October 2021 and is based in Richmond, Virginia. Learn more at [www.thehivemovement.org](http://www.thehivemovement.org).

## Our Values

**Ubuntu** "I am because we are": We value our ancestors and pathmakers of the past and present while nurturing our young. We understand that the health of the individual is related to the health of the community.

**Sawubona** "I see you": We see YOU. We value people in all our different aspects of the human experience.

**Healing** We center the process of healing on our journey for liberation.

**Collective Liberation** We nurture a holistic path and create tools and resources to set oneself free.

**Truth** We value the truth of all lived experiences.

**Legacy** We value long lasting, transformative change instead of restoring and sustaining inequitable, unjust systems that were not made to support the people most affected.

**Integrity** We do what we say we are going to do. We uphold all of our values, at all times, and stand firm in doing what's right. Period.

**Culture** We practice radical vulnerability through meaningful connections and authentic community building.

## Job Description

The Operation Manager's primary role is to oversee and execute on The Hive's day-to-day operations. In overseeing The Hive's daily business operations, the Operations Manager ensures efficiency and productivity across all departments. They are responsible for managing resources, optimizing processes, and implementing strategies to achieve organizational goals. This includes tasks like personnel management, quality control, budget management, and process improvement. Ultimately, they act as a crucial link between strategic planning and on-the-ground execution, driving operational excellence.

### Job Type

Part-time (20 hours per week) with an option to go full-time starting January 2025

### Salary

\$30/hour

### Reporting Structure

Reports to Executive Director

### What You Bring

- 5+ years of operational experience in the non-profit sector or an equivalent socially responsible company
- A passion for bold ideas and innovation
- A fearless approach to new ideas
- Anti-racist principles and experience
- Strong initiative
- Strong focus on teamwork and a demonstrated ability to manage a team
- Strong analytical skills and problem-solving skills
- Excellent written and verbal communication skills
- Ability to work under pressure

### What A Typical Day Looks Like

At The Hive, the Operations Manager is the engine that keeps our day-to-day activities running smoothly. This role is all about transforming strategy into action — making sure the right people, processes, and tools are in place to bring our mission to life each day.

A typical day may begin with the Operations Manager checking Asana to review task progress across teams, update timelines, and identify any bottlenecks that need immediate attention. After syncing with the Executive Director, or others on the executive leadership team, to align on daily priorities, the Operations Manager may turn to personnel matters — onboarding a new hire, troubleshooting a team member's tech issue, or facilitating a quick training on updated systems.

Midday might involve reconciling vendor invoices, updating budget trackers, or reviewing expense reports to ensure our financial systems are running with transparency and accountability. You might also find the Operations Manager coordinating with program staff to streamline workflows, meeting with a facilities vendor about an upcoming event, or documenting a new internal policy to improve team efficiency.

Throughout the day, the Operations Manager is fielding real-time needs — responding to email messages to The Hive's general inbox, solving problems as they arise, and helping ensure that every team has what they need to stay focused and effective. No two days are exactly alike, but each one requires a balance of big-picture thinking and practical problem-solving.

By the end of the day, the Operations Manager has likely contributed to several cross-functional projects, helped put out a few fires, and laid the groundwork for smoother operations tomorrow. In this role, adaptability, clarity, and a deep commitment to mission-aligned execution are key.

## **The Duties & Responsibilities**

### **Process Improvement**

- Identify operational inefficiencies and implement solutions that streamline workflows across departments
- Develop and document standard operating procedures (SOPs) to support consistency and scalability
- Track and report on key performance indicators (KPIs) related to operations and recommend improvements

### **Team and Personnel Support**

- Support staff onboarding and offboarding processes, including equipment, accounts, and orientation
- Work closely with team leads to ensure alignment between operational needs and staffing structures
- Coordinate staff development opportunities and manage operational logistics for internal training

- Regular check-in meeting with supervisor

#### Financial and Resource Management

- Process payroll payments and work with staff to ensure hours are updated on time
- Process vendor payment
- Collaborate with the COO to manage expense tracking, vendor relationships, and procurement
- Ensure proper documentation and timely submission of invoices, reimbursements, and other financial paperwork

#### Cross-Functional Collaboration

- Act as the primary liaison between leadership and staff for operational execution
- Lead logistics and planning for organizational events, retreats, and convenings
- Partner with communications, programs, and development staff to support project execution

#### General Operations

- Ensure The Hive has all of the necessary technology, software, and subscriptions it needs to operate effectively and efficiently
- Act as the de facto manager of all information technology when no other staff or contract is available to do so, including management and tracking of all technology hardware, and provide tech support as needed
- Monitor and update annual internal operations calendars and external filing calendars
- Secure and manage all insurance needs for The Hive

#### Special Projects

- Lead or support high-priority special projects, particularly those tied to operational innovation, growth, or systems change, and fundraising campaigns
- Take initiative on emerging organizational needs that fall outside of existing staff portfolios

Please note this job description is not designed to cover or contain a comprehensive listing of activities. The Hive is a collaborative organization that relies on teamwork.

## How to Apply

Send a cover letter, resume, and three references to [info@thehivemovement.org](mailto:info@thehivemovement.org).

**The deadline is rolling until the position is filled.** Interviews will take place as applications are received. We will make a decision as soon as the right candidate is interviewed.

## **Equal Employment Opportunity (EEO) Statement**

The Hive is committed to the principle of equal employment opportunity for all employees and to provide employees with a work environment free of discrimination and harassment. The Hive does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage, or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state, or local laws and is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, and general treatment during employment.

We encourage and expect a diverse pool of applicants, including those who have come in contact with the legal system.