

Director of Operations

About Us

The mission of the IFS Institute (“IFSI”) is to bring more Self leadership to the world. IFS is a transformative, evidence-based psychotherapy, based on the view that the mind is naturally multiple and that we all have a core Self that can’t be damaged and that knows how to heal.

The IFS Institute provides training for professionals and organizations globally, an annual conference, a practitioner directory for those looking for IFS trained providers, and a growing number of online courses, books and other resources.

Our goal is to create learning environments and a community that teach and support the internal welcoming of parts that have been exiled, shamed, or marginalized within our systems so that they may be seen, heard, valued, and ultimately healed. Building and supporting a diverse workforce is foundational to this goal and we are a committed equal opportunity employer.

To learn more about our growing organization, view a few of our [introductory IFS videos](#).

About You

Reporting to the Chief Executive Officer, the Director of Operations leads the operation and expansion of IFSI programs to meet the growing and evolving demand for its programs. In addition to the organization’s existing Level 1, 2 and 3 programs, this role will work in collaboration with other team members to build the infrastructure (e.g., people, systems) required to deliver other types of learning events (e.g., workshops). The Director of Operations will be a key member of the IFS Institute’s leadership team and will work closely with the CEO and other leaders and stakeholders to define and accomplish the Institute’s goals and objectives.

IFSI is managed as a distributed team that uses technology and periodic in-person gatherings to stay connected. We are seeking someone who is comfortable with and skilled at remote work, leadership and collaboration. We have two base locations – Chicago and Toronto and have a preference, but not a requirement, for this role to be in one of these two locations.

Key Responsibilities

Organizational Leadership

- Lead strategic organization initiatives including expansion of operations to include new types of programming (e.g., workshops) and provide subject matter expertise to various efforts led by others
- Be a role model of Self leadership for organization and community

- Embrace and help shape organizational goals with firm leadership, and continually pursue efforts to achieve them, with a focus on operations

Operational Leadership

- Conduct long-term planning to align internal capacity and capabilities with anticipated program growth, including new programs and formats
- Develop, maintain, and evolve processes and tools to support current operations, while considering the expected growth and evolution of the Institute, and its programs and learning events globally
- Align operational processes and tools across the organization, where it makes sense
- Research best practices for operations, scanning for systems and approaches to support the growing and broadening demand for IFS education
- Ensure that operations comply with any legal and other requirements (e.g., privacy considerations, certification requirements)
- Manage significant procurement processes and relationships/agreements with external partners/vendors

Team Management and Development

- Build, manage and develop an engaged and talented team to support the effective deployment of our programs
- Conduct regular performance reviews, ensuring individual goals and competencies are aligned to team and organizational goals and strategies

Client Relationship Management

- Oversee client (e.g., individuals, organizations) operations and support processes, ensuring a high degree of client service
- Identify and address evolving client needs by interacting regularly with external and internal stakeholders
- Monitor key performance indicators (e.g., waiting lists, program evaluations, client feedback) to identify and address factors that may be affecting the customer experience

Program Management Evolution

- As new programs and learning events are envisioned, lead the team and other stakeholders in designing and piloting new processes
- Regularly evaluate the scale and efficiency of business procedures according to current and future organizational objectives
- Evaluate overall performance by gathering, analyzing and interpreting data and metrics

Financial

- Develop budgets, provide financial recommendations, and provide insight to support decision-making on operational issues

- Manage and track operational spend during the year, highlighting and resolving issues as they occur

Role Requirements

- 10+ years of experience in operations leadership in a growing educational or professional services environment
- Demonstrated ability to think strategically with an operational focus and pragmatic orientation
- Ability to identify, source and implement operational systems in a complex environment
- Strong desire to do meaningful work that creates positive change in the world
- Highly organized, strong communicator, community builder and DEI advocate
- Deeply team-oriented and enjoys the camaraderie of working on a high-performing team
- Ability to balance long-term planning and competing priorities while achieving short-term goals

How to apply:

Email your Resume and Cover Letter to andrea@ifs-institute.com.