



Senior Director, People and Culture

Washington DC, New York, NY, or Remote

Background

West Wing Writers' mission is to help good ideas get heard, good organizations lead meaningful change, and good people make a difference in the world. Founded in 2001, the firm specializes in leadership, executive, and brand and product communications – and helps its clients to shape, share, and amplify their stories. With offices in Washington DC and New York, NY, West Wing Writers is home to more than 40 strategic writers and communications professionals.

For more, please visit www.westwingwriters.com.

Position

The Senior Director, People and Culture (SDPC) serves as business partner to the firm's Senior Directors, Principals, Partners, and to its staff of approximately 40 employees and 10-15 paid interns each year. The SDPC leads initiatives, policies and practices in employee engagement, compensation and benefits program design, talent acquisition and management, leave administration, and organizational culture development, including DEI. The SDPC has responsibility for contributing to, and understanding, the strategic direction of the firm and aligning human capital needs accordingly. The SDPC serves as a key contributing partner to the CAO, who holds responsibility for payroll management; and also to the Director of Talent Strategy and Development (DTSD), who holds primary responsibility for workforce planning. The SDPC will report to the Managing Partner.

Responsibilities

Talent Acquisition

- In collaboration with the DTSD, the P/P leading professional staffing, and the Intern Coordinator, help design recruitment strategies with specific focus on diversified sourcing networks; handle communications with candidates as needed; assist in the assessment process of candidates.
- In coordination with the Director of Talent Strategy and Development (DTSD), ensure administrative aspects of onboarding and offboarding are handled smoothly and effectively, including benefits enrollment.

Employee Relations

- Manage all aspects of employee relations – serve as guide and coach to staff at all levels on workplace conflicts, performance development, and mitigation strategies. Manage concerns and grievances with appropriate assessment of approach and recommend actions for resolution of sensitive and complex situations.

Employee Engagement and Culture Development

- Provide organizational leadership on culture assessment and development, introducing and managing organizational change and development initiatives. Partner with Managing Partner on employee engagement survey design and execution.
- Develop strong internal relationships; provide advice and coaching to senior leaders, helping them to develop as effective and impactful team managers and culture carriers.
- Conduct exit interviews and establish a process for incorporating learning into organizational effectiveness.
- Research and analyze Key Performance Indicators (KPIs) and trends in human capital; apply findings to develop new strategies, direction, policy shifts and changes that will best serve the firm.

Diversity, Equity, and Inclusion

- Serve as key partner to the firm's management team (the SDP and the WWC VP) and the DEI Working Group in developing actionable strategies to embed diversity, equity and inclusion in the organization's working norms.
- Provide guidance and direction on the design and implementation of strategies and initiatives that demonstrate the values of, and advance the practices of, diversity, equity, and inclusion—and help hold our firm and team to the highest standards.
- Apply a DEI lens to the entirety of the SDPC role, and make recommendations that are in line with, and help advance, the firm's DEI goals.

Compensation and Benefits

- Ensure all employees are properly enrolled in all the offered benefit plans and understand all the benefit offerings.
- Oversee and manage the design of benefit plans, negotiations with benefit carriers, and regular reviews of benefits offered (health care, dental, disability, 401K, commuter, etc.). Serve as primary contact for plan vendors and third-party administrators, and point-person for staff.
- Coordinate transfer of data to external contacts for services, premiums, and plan administration. Evaluate and revise internal processes to reduce costs and increase efficiency.
- Document and maintain administrative procedures for assigned benefits processes.
- Monitor administrative costs of benefit programs and recommend cost containment strategies. Prepare budgetary recommendations and assist in the monitoring, verifying, and reconciling of budgeted funds.

Policies

- Oversee leave policies (parental leave, family leave, medical leave, disability leave, etc.), with an eye to ensuring they are values based and relevant in evolving workplace climate.

- Monitor legal developments to keep WWW Employee Handbook up to date, including separate addenda as required for each location.
- Monitor public health developments to advise on office protocols around COVID and other public-health-related policies that may emerge.
- Manage annual briefings, including required all staff anti-harassment training; create training resources, curricula, and materials as needed.
- Ensure all policies are clearly communicated to staff.

Workforce Planning

- Coordinate with the Director of Talent Strategy and Development (DTSD) to establish workforce needs, competency, knowledge and talent gaps, recruitment strategies and succession plans.

Professional Development

- Coordinate with the Director of Talent Strategy and Development (DTSD) to develop and manage professional development programs in collaboration with managers; support the career development of staff.
- Conduct needs assessments, source excellent training and learning resources, organize and deliver on facilitators and training sessions.
- Assess regulatory and best practice needs for the firm; design, organize, and deliver training.

Qualifications

Education, Training, and Experience

- Master's degree or bachelor's degree with equivalent years of experience, preferably with education focus in the behavioral sciences or human resources management.
- Minimum of 10 years of progressive human resource experience, working in HR operations management, policy development and management, compensation and benefits management, talent acquisition and employee relations.
- Experience with talent management and talent development approaches to workforce planning and development.
- Strong knowledge of diversity, equity and inclusion principles, practices, and workplace learning.
- Experience working in a service-oriented capacity.

Required Competencies

- Propensity for active engagement with staff at all levels. Ability to quickly establish and build trusted working relationships with management, staff, and vendors.
- Proven ability to serve as a valued team member of the firm by engaging and collaborating with colleagues effectively, diplomatically, and compassionately.
- Demonstration of active listening skills and ability and desire to learn from different perspectives.

- Big picture thinker; ability to translate vision into attainable and sustainable strategies.
- Skilled coach, mentor, and advisor to colleagues at multiple levels in career journey.
- Respectful discretion and confidentiality in managing employee concerns and data.
- Proactive and highly responsive.
- Creative problem-solver.
- Excellent verbal and written communications; impeccable email etiquette.
- Demonstrated ability to organize workload; manage several projects of equal priority at once; and sustain productivity, accuracy, and good humor under pressure.
- High comfort level with online platforms such as MS Office Suite, Google Workspace, Slack, Bamboo, Dropbox, Workable, and Harvest.

Compensation and Benefits

West Wing Writers offers competitive compensation, excellent benefits, and a supportive and collaborative workplace culture. The salary range for this position is \$135,000 – \$150,000, commensurate with experience. Benefits include medical, dental, vision, a 401k retirement plan with a guaranteed 3% employer contribution, generous paid time off and family leave. West Wing Writers maintains a flexible hybrid working environment for candidates in Washington DC or New York, NY. This position is also available to operate fully remote as needed.

This position description is based upon material provided by West Wing Writers, an equal opportunity employer. All qualified candidates will receive consideration for employment without regard to race, color, religion, gender, national origin, disability, veteran status, or any other characteristic protected by law.

To apply for this position, please click [HERE](#).

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