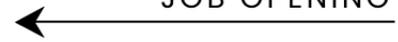




SENIOR MANAGER OF TECHNICAL ASSISTANCE

JOB OPENING



The Tennessee Higher Education Initiative (THEI) is a nonprofit organization working to disrupt systems of harm and create opportunities for autonomy and success by providing college access to people inside Tennessee prisons, preparing students for skillful re-entry, and reducing barriers to continued education and achievement. THEI is a grassroots, community organization committed to principles of harm reduction, healing, and centering the lived experiences of the people we serve. We engage in reimagining and building towards the world we want to see through systems work and direct service.

Tennessee Higher Education Initiative (THEI) seeks a full-time **Senior Manager of Technical Assistance**, to lead THEI's newly established Technical Assistance (TA) portfolio — a growing strategic priority aimed at supporting Higher Education in Prison (HEP) programs nationally. The manager will be responsible for overseeing a three-year, multi-million dollar grant initiative that serves as the formal launch of the organization's TA department. This position carries both strategic and operational responsibility — managing a growing team while ensuring the successful delivery of all grant commitments on time and within scope.

Under the grant, THEI's TA team will take a breadth-and-depth approach, developing and disseminating practical resources drawn from THEI's proven model while also providing hands-on, individualized support to select college programs. Grant-funded activities are focused on three critical areas of the HEP student continuum: college preparation, reentry bridge support, and student advising. Over three phases, the team will produce shareable resource collections, deliver direct technical assistance and coaching to partner programs, and convene targeted collaborative gatherings across the field.

The ideal candidate will bring strong management skills and a demonstrated ability to lead and support a team, deliver technical assistance, and cultivate meaningful partnerships across the field. This role requires someone who is highly organized and proactive — able to keep a multi-phase project on timeline, manage grant deliverables with precision, and balance the needs and expectations of multiple clients and stakeholders simultaneously.

This full-time, exempt position will have a primary office location at THEI's office in Nashville with some opportunity for work-from-home, and some travel required. The anticipated start date is May 2026. Priority will be given to applicants who demonstrate a strong commitment to providing educational opportunities to at-risk populations and understand the mission of THEI to be located within a larger social-justice movement. **We encourage people who have been impacted by the criminal justice system to consider applying.**

ESSENTIAL DUTIES & RESPONSIBILITIES

Leadership & Team Development

- Provide direct supervision, mentoring, and professional development guidance to TA team members, ensuring each person is equipped and supported to deliver high-quality assistance to partner programs
- Build and maintain a high-performing, mission-driven team that reflects THEI's values and brings credibility, curiosity, and a service orientation to every partner interaction
- Foster a collaborative and innovative departmental culture where team members are encouraged to learn from the field and contribute to the continuous improvement of THEI's approach
- Establish clear performance metrics and accountability systems, and conduct regular performance evaluations that support staff growth through coaching and leadership development opportunities
- Keep the team on track against project timelines, proactively identifying delays or obstacles and adjusting plans as needed to maintain momentum across all phases of work
- Provide quality control oversight for all materials, guides, and resources produced by the TA team, ensuring outputs are practical, accurate, and field-ready before dissemination

Grant Management

- Lead all grant reporting responsibilities, coordinating with team members to gather progress updates, synthesize outcomes, and prepare timely, accurate reports for funders and organizational leadership
- Cultivate a proactive and transparent relationship with funders, providing regular updates, surfacing challenges early, and ensuring funders remain well-informed and engaged throughout the life of the grant
- Manage a multi-year, multi-million dollar grant budget, overseeing appropriate and strategic allocation of funds, ensuring spending aligns with grant guidelines and organizational fiscal policies, and proactively monitoring for variances or concerns throughout the grant period

Technical Assistance Delivery & Field Engagement

- Direct the team's efforts to assess needs and develop individualized support plans for clients and partners.
- Oversee the planning and execution of conferences, convenings, and key partner events, ensuring content and facilitation reflect THEI's standards and advance the goals of the TA portfolio

- Ensure the student voice remains central to all aspects of the TA department's work, bringing a grounded understanding of the challenges and needs of incarcerated and justice-impacted learners to resource development and program guidance
- Lead the strategic dissemination of TA resources to HEP programs nationally, overseeing a multi-channel plan that includes in-person convenings, digital platforms, professional networks, and targeted partner outreach
- Lead the design, implementation, and continuous improvement of the organizational systems and processes that support the TA department's operations, scalability, and long-term effectiveness
- Perform additional duties as assigned to support team and organizational goals

REQUIRED CAPABILITIES, SKILLS, & KNOWLEDGE

- Bachelor's degree required
- 5+ years of progressive leadership experience in higher education, nonprofit management, education policy, or a related field, with at least 3 years in supervisory roles managing full-time employees and/or teams with proven results
- Demonstrated experience managing grants or large project budgets
- Demonstrated experience building, managing, and developing teams, with a track record of creating a supportive, accountable, and high-performing work environment
- Ability to lead and motivate a team through the ambiguity and complexity of launching a new department or initiative, maintaining clarity of purpose and direction
- Skilled at delegating effectively, setting clear expectations, and holding team members accountable while fostering a collaborative and mission-driven culture
- Demonstrated experience managing complex, multi-phase projects and supervising teams across varied functions
- Strong working knowledge of higher education systems, institutional structures, and the administrative and programmatic landscape of colleges and universities
- Ability to navigate and build credibility within college ecosystems — including working effectively with faculty, academic administrators, student services staff, and institutional leadership
- Experience delivering technical assistance, consulting, or capacity-building support to external organizations or institutional partners

- Proven track record in partnership development and relationship management with colleges, universities, national organizations, and community partners
- Experience managing grant-funded projects, including deliverable tracking, compliance, budget oversight, and funder reporting
- Demonstrated ability to manage subgrant processes and support partner organizations in meeting implementation requirements
- Strong facilitation skills, with experience designing and leading convenings, workshops, or peer learning communities
- Excellent written and verbal communication skills, including the ability to translate complex program models into practical, accessible tools and guides for varied audiences
- Experience with program evaluation, outcome measurement, and using data to drive continuous improvement
- Proficiency in project management tools, database systems, and platforms used for resource dissemination and partner communication
- Valid driver's license and ability to travel periodically for site visits, partner meetings, and national convenings
- Strong commitment to THEI's mission and demonstrated cultural competence working with historically underserved or marginalized populations
- Leadership presence and ability to represent THEI externally at national conferences, in partnership negotiations, and across the broader higher education and social impact fields

COMPENSATION & BENEFITS

This is a full-time, exempt position with a salary of \$80,000 plus travel reimbursements, comprehensive medical/dental insurance, a monthly wellness stipend, Simple IRA with employer match, professional development opportunities, generous paid leave and holidays, and flexible work arrangements.

THEI is an equal-opportunity employer; all applicants will be considered for employment without attention to race, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

Interested applicants should submit cover letter and resume to work@thei.org with "Senior Manager of TA" in the subject line.