

Job Title: VP, Innovation, Learning & Strategy

Supervisor: CEO

Location: Hybrid — ideally based in New York City, Mexico City, or Washington, DC; open to other Tent hub cities.

About the Tent Partnership for Refugees:

With more and more refugees displaced for longer periods of time, businesses have a critical role to play in helping refugees integrate economically in their new communities. Tent was launched in 2016 by Hamdi Ulukaya, the CEO and founder of Chobani – a multibillion dollar food company in the U.S. – to mobilize global businesses to fill this gap by helping connect refugees to work. Today, Tent is a network of over 500 major companies committed to hiring, training, and mentoring refugees. Find out more at www.tent.org.

About the role:

The Vice President for Innovation, Learning & Strategy (ILS) is responsible for proposing and driving Tent's global strategy for how companies hire refugees at scale, while ensuring that execution, learning, processes, products, and performance continually improve to maximize impact and optimize resource allocation.

In addition to directly driving the strategic planning process, this role leads five core areas:

- Data & Insights
- Research & Publishing
- Delivery Support
- Partnership Development Support
- Digital Innovation (Last Mile)

Key responsibilities:

- **Strategic Planning**
 - Lead Tent's annual and multi-year strategic planning processes, including annual KPI-setting.
 - Drive alignment across teams and countries, ensuring priorities are clear and decisions are made based on evidence.
 - Support the CEO in preparing board materials and strategic communications, ensuring that data and priorities are presented clearly to drive decision making.

- **Data & Insights**

- Set the strategic direction, data architecture, and governance standards for Tent, ensuring high-quality data, dashboards, and reporting across the organization.
- Define and build KPIs, impact models, and performance frameworks, and ensure they are applied consistently to enable organizational learning and evidence-based decision-making.
- Translate trends, risks, and insights from internal and external data into strategic recommendations for leadership, resource allocation, and planning

- **Research & Publishing**

- Set the team agenda and priorities, commissioning high-quality polling, business cases, and resources that enable companies to hire refugees at scale.
- Oversee the development of resources (e.g., playbooks, frameworks, legal guidance, and other materials), ensuring they are practical, data-driven, and aligned with Tent's mission, and company and country needs.
- Ensure that insights emerging from company tactics are captured, organized, and translated into scalable resources and publications.
- Ensure findings are communicated clearly and persuasively through strategic publications, presentations, and external-facing materials.

- **Delivery Support**

- Provide strategic leadership for Tent's hiring programs, ensuring delivery models are effective, scalable, consistently implemented, and measured across countries.
- Set strategic direction for mentoring and training programs that enable and accelerate the hiring of refugees at scale.
- Oversee operational guidance, tools, and internal consulting capacity that support country teams and priority companies to progress from interest to hiring.
- Ensure surge support, playbooks, and problem-solving mechanisms are available to unblock bottlenecks and accelerate results in key countries.
- Strengthen coordination and knowledge-sharing across teams so successful delivery models and lessons are replicated quickly and efficiently via working groups.

- **Digital Innovation**

- Oversee the development and expansion of Tent's digital platforms and tools, ensuring they enable scalable sourcing and hiring pathways

- Oversee initiative to better connect companies to refugee candidates, including by leveraging digital innovation, such as in Mexico.
- Ensure user feedback, performance data, and market insights continuously inform product improvements and delivery strategies
- **Partnership Development Support**
 - Lead Tent's company engagement strategy, including recruitment, multi-country activation, and re-engagement of dormant relationships.
 - Ensure country teams have clear partnership models, playbooks, and support to manage strategic relationships with companies, NGOs, governments, and multilaterals.
 - Oversee Tent HQ's engagement with preeminent global partners, including UNHCR and IOM.
 - Strengthen partnership governance and account-management discipline, ensuring consistent standards for outreach, follow-up, and value delivery across countries, while ensuring the CRM is updated and functional for country teams.
- **Leadership & Team Development**
 - Build and develop a high-performing ILS team that works with multiple functions, and countries, setting clear expectations, coaching directors,, and ensuring accountability for results
 - Foster a culture of continuous improvement, collaboration, and shared learning, with strong feedback norms and transparent decision-making
 - Ensure teams are resourced, empowered, and aligned to deliver against strategic priorities, including succession planning and professional growth
 - Model Tent's values and maintain a high-trust, inclusive environment that attracts and retains exceptional talent.

Essential skills/experience:

- 15+ years of experience in management consulting, with a strong track record in strategic leadership, transformation, and large-scale program delivery.
- Top-notch problem-solving and analytical skills, able to break down complex challenges and develop insights, effective solutions and drive action.
- Proficiency in data-driven decision making, including anticipating and interpreting risks, trends, and performance metrics.
- Demonstrated ability to innovate, improve organizational performance, and build scalable solutions.

- Strong communicator with excellent written and verbal skills, able to synthesize and express insights clearly and persuasively to diverse audiences. Proven success leading cross-functional teams and overseeing multiple workstreams in complex, fast-paced environments.
- Highly structured and organized, with strong project discipline and attention to detail.
- Excellent partnership development and stakeholder management capabilities, with experience across sectors or geographies. .
- Strong understanding of global markets and the ability to adapt strategies to different contexts.

Desired skills/experience:

- Background in managing strategic initiatives and large-scale projects.
- Familiarity with corporate social responsibility, human resources, and/or DEI.
- Exposure to private sector engagement or corporate partnerships is helpful, though not required

Desired qualities

- Inclusive and respectful leader who values a high impact culture and builds trust.
- Proactive and self-motivated with a strong drive for continuous improvement.
- Calm and grounded under pressure, able to make clear decisions in uncertainty.
- Driven and energized by Tent's mission to impact the lives of refugees at a global scale.

Tent is an equal opportunity employer. Tent will not discriminate against any applicant for employment on any basis including, but not limited to: race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, marital status, predisposing genetic characteristics and genetic information, or any other classification protected by federal, state and local laws. We are dedicated to ensuring that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. Please contact us to request accommodation.