

ROLE SUMMARY

Neighborhood Trust seeks a Vice President of Innovation to lead the ideation, design and development of financial products, benefits, or systems that compete and disrupt today's marketplace of worker financial solutions. The Vice President of Innovation will cultivate a vision, culture and process that capitalizes on our momentum with workplace and financial services channels to launch new products or digital solutions. The Vice President will both leverage the rich data and insights gleaned from our financial coaching platforms and dive deep into how workers interact with financial systems and products to identify market opportunities for financial solutions that mitigate worker indebtedness and build worker financial security.

As both a member of the Leadership Team and a strategic partner to the CEO, the Vice-President will define, embody, and empower the company's product culture, with oversight of our product, design, technology and data teams. We seek a visionary product leader who can scale, motivate high-output teams, and cultivate a creative and passionate culture. We seek a hands-on designer and builder who is able to lead by example.

ABOUT NEIGHBORHOOD TRUST

Neighborhood Trust is a national nonprofit social enterprise and marketplace innovator whose purpose is to transform workplaces and financial services to better meet the financial needs of low wage workers. We help workers eliminate and avoid debt, which enables them to build savings, escape the vicious cycle of living paycheck to paycheck and assert control over their financial lives.

We serve workers around the country cognizant of the structural inequities that are their reality today. This lens informs all our efforts, from our solutions development to the insights we share with our customers, peers, and policymakers. We see that the workplace and consumer financial services are ripe for disruption given the growing numbers of workers in need of tools that enable freedom from debt and opportunities for wealth generation.

Over the past decade, Neighborhood Trust has applied our proprietary financial coaching model to develop B2B2C market solutions at scale, including our worker benefit, [TrustPlus](#), and credit union platform, [Pathways](#). With our expert Financial Coaches leading the way we help workers take control of their finances and we apply our robust data and insights to motivate change in our employer, fintech, benefits provider and CDFI customers.

ROLE DETAILS

The Vice President of Innovation will lead the way strengthening our culture, teams and processes to harness our trusted relationships with workers and bring new solutions to market. The Vice President of Innovation will be nimble, creative and tenacious in solution development, including opportunities to co-design solutions with market leaders in financial services, benefits or workplace systems. This role will be accountable for:

Organizational Leadership

- With the CEO and Leadership Team, contribute to organizational strategy that fulfills our mission of worker financial empowerment.
- Foster a culture of innovation, collaboration, and delivery across the organization.
- Lead the organization's efforts to understand the market and policy dynamics of work, forecast the future of work, and tap market opportunity that generates worker leverage and financial opportunity.

Product Strategy and Execution

- Find solutions to worker indebtedness. Drive and oversee product design, strategy, and operations to achieve Neighborhood Trust's vision of worker financial security.
- As a B to B to C offering, identify market player-level trends—employers, benefits providers, worker platforms, and financial services—that help us tap into unmet customer demand to create sustainable solutions.
- Develop and lead execution of a product strategy. Run an efficient and inclusive process for defining and updating product strategy at regular intervals and shaping our product development and go-to-market implementation.

- Oversee Product and work with cross-functional leaders to set roadmaps and goals aligned to the product strategy, and then lead coordination of efforts across different parts of the product and organization.
- Oversee the technology team and resources that support the development of new products, including integrating our solutions into workplace systems and financial services.

Data for Product and Impact

- Oversee the methodology, systems and infrastructure development to source and package our insights and data as a driver of customer value and client impact.
- Lead impact measurement. Ensure we measure and demonstrate the impact we are having on the financial lives of the low- to moderate-income clients we serve.

Talent and Team Leadership

- Directly manage our growing product team and data teams, and oversee our innovation and testing work, providing strong day-to-day leadership.
- Oversee the technology team and resources that support the development of new products and support ongoing maintenance and growth of our existing technology platforms and solutions.
- Lead cross-functional collaboration among our Product, Data, Technology, Business Development, Financial Coaching, Communications, and Fundraising Teams.
- Lead with a high velocity of output, encouraging team members to take ownership and strive to identify new ideas and opportunities.
- Attract and retain a diverse, high caliber, output-oriented team; and cultivate an inspiring, rewarding and fun day-to-day experience, and career opportunity

As our Vice President you:

- are passionate about building an at-scale solution for workers that disrupts the workplace and / or debt markets guided by the belief that workers, especially workers of color, are at a structural disadvantage in the pursuit of financial security and opportunity.
- believe in the social enterprise business model in which our nonprofit status serves as a competitive differentiator rather than a limitation on growth; and

which holds us accountable for market competitiveness and sustainability via earned revenue as well as social impact.

- embody our [organizational values](#).
- are a visionary able to conceive the theory of the future from everyday life; and a horizontal thinker able to flag and challenge biases and assumptions and spot opportunities for disruption.
- are execution-focused, ready to collaborate with and inspire your team to build, iterate, launch and learn quickly.
- are passionate about the user experience and default to human-centered design.
- are both data-driven and risk tolerant.
- have the ability to successfully combine technical vision with product vision.
- are motivated by an innovative, fast-paced environment, and readiness to embrace change.

You bring:

- 10+ years' experience building and bringing to market innovative, tech-enabled solutions.
- Deep subject-matter knowledge in labor, human resources, consumer finance and / or fintech.
- 10+ years of leading and managing teams—creating a high performance, engaging work climate.
- Proven ability to inspire, coach, and influence direct reports, senior leaders, Board members, and other staff.
- Experience serving as a spokesperson and thought leader on behalf of an organization
- Excellent written, verbal, and interpersonal communication skills and the ability to quickly synthesize data and help others make data-driven decisions.

Compensation and Benefits Package

- Neighborhood Trust is a remote-first organization; this job can be located anywhere in the US.
- Salary range: \$170,000 to \$190,000 annually.
- 100% employer-paid medical, dental and vision premiums for employees.

- Eligible for 401(k) participation immediately, with up to a \$1K per year in employer match, vested immediately.
- 12 weeks paid family leave for full-time employees, with schedule flexibility upon return to work for eligible employees.
- Generous paid time off per year - 12 paid holidays, 15 vacation days (grows with tenure), 6 personal/sick leave days, 1 civic engagement day.

How To Apply

Please send resume and cover letter to hr@neighborhoodtrust.org with the subject line “VP of Innovation”.

Neighborhood Trust Employment

We are committed to building a diverse and inclusive workplace that reflects the diversity of our clients. We especially seek applicants with lived experiences of financial hardship or systemic exclusion. Staff from all backgrounds can contribute meaningfully to our mission, and we recognize that those who come from the communities we serve have a uniquely powerful perspective.

Neighborhood Trust is an equal opportunity employer and we are committed to equal employment opportunity in all decisions related to employment, promotion, wages, benefits and all other privileges, terms and conditions of employment.