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Chief People & Culture Officer

Regular Full-Time *9 days ago*
Senior Management Requisition ID: 1102
New York, NY, US

Salary Range:
\$300,000.00 To \$325,000.00
Annually

Chief People & Culture Officer

About Robin Hood

Founded in 1988, Robin Hood is a 501(c)(3) public charity that finds, fuels, and creates the most impactful and scalable solutions lifting New Yorkers permanently out of poverty in

New York City. We convene
[Back](#) [Apply](#)

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philanthropists, civil society organizations, government, businesses, nonprofits, community members, and those living in poverty to develop and advance programs and policies that can make the American Dream real here in New York City.

Our investments include best-in-class organizations providing legal services, housing, meals, workforce development training, childcare, education, and other vital services that give New Yorkers the tools to build better lives. The programs it funds are often the first of their kind and serve as demonstration models to identify what works before being replicated in other cities. Because our Board of Directors covers 100% of all administrative, fundraising, and evaluation costs, every dollar donated goes directly to organizations helping New Yorkers in need.

While Robin Hood's primary focus is on New York, its impact extends far beyond the borders of the city. Its pioneering, metrics-based approach has become the gold standard for charities around the nation as Robin Hood works to understand and evaluate the impact of its partners to ensure that its philanthropic dollars are utilized to maximum impact. Robin Hood also supports its community partners and their leaders with financial and strategic support and

[Back](#)[Apply](#)

[Sign In](#)[Career Center](#)[Current Openings](#)[Language](#)

management assistance that allows those organizations to maximize their impact.

Robin Hood also understands that if we are to support families living in poverty on the path towards financial independence, we must become an effective partner with government. We do this by collaborating with government partners to build program and policy innovations that hold the promise of expanding economic opportunity in New York City -- providing nimble "risk capital" for high-potential strategies. We also work to advance public policies that research tells us expand economic opportunity. In this way, we seek to leverage our philanthropic investments by finding ways to advance the highest-impact strategies at scale.

Robin Hood has the unique ability to be a catalyzing force for those living in poverty, bringing distinct constituencies together to develop and spread the most effective strategies to advance economic mobility in New York City and beyond.

Our Approach:

Focusing on Results: We invest in best-in-class organizations operating effective programs. We fund research to understand how poverty persists and what strategies are effective in fighting it. And we track grant

Outcomes and apply cost/benefit

[Back](#)

[Apply](#)

[Sign In](#)[Career Center](#)[Current Openings](#)[Language](#)

analyses to ensure every dollar we invest demonstrably improves the lives of low-income New Yorkers.

Building Institutions that Transform New York City: We offer management advice, strategic real estate consulting, board placement services, financial and communications coaching, leadership development, and other technical assistance to help our partners increase scale and impact.

Driving Innovation to Solve Unmet Needs: We invest in new leaders, new organizations, and new ideas that have groundbreaking potential.

Scaling What Works: We partner with government and other funders to grow proven solutions in New York City and beyond, so more people benefit from investments that work.

Reporting Relationship

Reports to Chief Financial and Operations Officer (CFOO)

Direct reports: Human Capital Staff

Other key relationships:

- CEO and Leadership Team
- Board of Directors

Position Overview
[Back](#) [Apply](#)

[Sign In](#)[Career Center](#)[Current Openings](#)[Language](#)

The Chief People & Culture Officer (CPCO) leads all aspects of people operations for Robin Hood's workforce. The CPCO is a member of the executive leadership team and helps the Chief Financial and Operations Officer (CFOO) support the Board's Audit, Finance and Compliance Committee. They are a strategic leader whose role is to advance Robin Hood's mission by supporting the organization's primary asset – its highly skilled staff.

The CPCO has responsibility for contributing to, and understanding, the strategic direction of the organization.

They are responsible for providing high level, proactive, aligned people and culture partnership to the CEO and CFOO, and peer-level department heads. The CPCO is charged with assessing and enhancing organizational culture in a strong team-centered environment.

At the same time, as an operational leader reporting to the CFOO, the CPCO will take a guiding role in organizational development and diversity, equity and inclusion initiatives. The CPCO will directly oversee employee relations, all aspects of talent management, including talent acquisition, on-boarding and off-boarding, performance management, professional development initiatives,

[Back](#)[Apply](#)

policy administration, and compensation and benefits design and administration.

→ Sign In

🏠 Career Center

Current Openings

🌐 Language

Responsibilities

Responsibilities include, but are not limited to:

- Serve on the executive leadership team, contributing to overall business strategy and organizational direction.
- Partner with executive leadership to design integrated organizational and people strategies—covering talent acquisition and management, performance management, professional development, and retention—that align with and advance Robin Hood’s mission and goals. Develop human capital plans and strategies to support the achievement of the overall operations objectives, human resources effectiveness, employee engagement, and organizational health.
- Establish and implement human capital efforts that effectively communicate and support Robin Hood’s organizational priorities and strategies.
- Oversee the development and implementation of a comprehensive compensation and benefits plan that is competitive and cost-effective for Robin Hood.

[Back](#) [Apply](#)

 Sign In Career Center**Current Openings** Language

- Function as a strategic business advisor to the executive/senior management of each functional area regarding key organizational and management issues.
- Lead, manage and develop an efficient and highly competent Human Capital team, who serve as valuable partners to the management of the organization, and supportive advocates of effective staff management and development.
- Provide organizational leadership around culture assessment and development, introducing and managing organizational change and development initiatives.
- Develop and lead innovative organizational initiatives related to diversity, equity and inclusion with measurable goals and accountability structures, ensuring that DEI is centered in all human capital strategies and policies.
- Ensure compliance with federal, state and local employment laws and regulations.
- Provide coaching to senior leaders on leadership and team development.
- Partner with executive leadership to design succession plans that align talent development with Robin Hood's long-term strategy and objectives.
- Present to and support the Board's Audit, Finance and Compliance Committee.

[Back](#) [Apply](#)

[Sign In](#)[Career Center](#)[Current Openings](#)[Language](#)

Qualifications:

- Minimum of 15 years of progressive organizational development or human resources leadership experience
- Exceptional project management and execution skills with a track record of developing and implementing new or improved systems and processes, achieving strong results while maintaining an inclusive, collaborative leadership style
- Previous experience managing people, with a track record of leading these people to achieve ambitious goals
- Previous and demonstrable experience overseeing and managing employee relations, including sensitive and complex cases
- Partnership experience with a CEO and executive team on setting a talent agenda in support of the organizational goals and objectives
- Experience presenting to and partnering with the Board strongly preferred
- A master's degree required, preferably with focus in the behavioral sciences, organizational development, or human resources management

[Back](#)[Apply](#)

Robin Hood Leadership Competencies:

Strategic Business Acumen

Anticipates organizational needs and aligns people strategies to long-term goals.

 **Sign In**

 **Career Center**

Current Openings

 **Language**

Ethical Leadership and Judgement

Upholds the highest ethical standards, exercises impeccable discretion, and demonstrates sound judgment in handling sensitive and complex issues.

Relationship Management

Cultivates authentic, productive partnerships at all levels of the organization.

Diversity, Equity, and Inclusion

Champions DEI as a strategic priority, embedding it across all policies, programs, and leadership practices, ensuring equity is central to organizational culture.

Leadership and Navigation

Back

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Guides the organization through change with clarity, influence, and resilience.

 Sign In

 Career Center

Current Openings

 Language

Human Capital Expertise

Brings depth in HR disciplines while applying them in ways that drive organizational impact and equity.

Cultural Competence

Builds inclusive practices that reflect the diversity of Robin Hood's staff and stakeholders.

Critical Evaluation

Uses evidence and insight to assess challenges and design effective interventions.

Consultation and Coaching

Serves as a trusted advisor and coach to leaders, teams, and staff at all levels.

Communication Excellence

Communicates complex ideas clearly and persuasively to diverse audiences.

[Back](#)

[Apply](#)

 Sign In Career Center**Current Openings** Language

Other Personal Characteristics:

- Exceptional strategic thinking and problem-solving skills, with intellectual depth and maturity to work with stakeholders at all levels of the organization
- Ability to coach and mentor direct reports, peers, and senior leaders on sound talent management practices; track record of driving organizational results by coaching and mentoring
- Strong written and verbal communication skills with an ability to articulate a clear and compelling vision and persuade others to implement it
- Excellent relationship-building skills with a demonstrated ability to work well with people from a wide variety of backgrounds
- Ability to deliver results in a fast-paced environment and enthusiasm for operating amidst complexity and change

Diversity, Equity, and Inclusion

Robin Hood is committed to promoting diversity, equity, inclusion, and representation in all aspects of its work. As New York City's largest

poverty-fighting organization, Robin Hood

Back

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[Sign In](#)[Career Center](#)[Current Openings](#)[Language](#)

Hood believes that building a diverse team is fundamental to its ability to effectively serve and strengthen organizations serving the most vulnerable communities in the city, and to influence the policies that affect them.

Robin Hood believes in the potential that diversity creates – deep and responsive relationships with its community partners; the ability to solve complex problems efficiently and effectively; and, most importantly, the ability of its diverse staff to work to its full capacity.

Robin Hood builds diversity, inclusion, and equity practices into all aspects of its work. Its practices, values, traditions, and beliefs are embedded in the inclusive culture that it creates. Operationally, its formal and informal structures support a work environment that advances the professional development of staff at all levels, allows for innovation, and grounds its work as poverty fighters.

In its workplace, diversity equals representation. Robin Hood seeks to attract and retain a staff that reflects the communities that it serves. Racial and ethnic diversity matter to it, as does diversity among other cultural identifiers (ability, educational background, generation, gender, gender expression religion,

[Back](#)[Apply](#)

 [Sign In](#) [Career Center](#)[Current Openings](#) [Language](#)

immigration status, military status, sexual orientation, socioeconomic status).

Diversity within Robin Hood's staff is enhanced by its efforts at meaningful inclusion. It ensures that team members are empowered to make decisions, offer actionable feedback, and share credit for team success. Further, Robin Hood seeks to develop its talent professionally and has created an intentional focus on mentorship and sponsorship, particularly of junior staff. Its goal is to encourage long term talent retention and engagement, while fostering a culture of innovation.

Robin Hood Guiding Principles

As an organization committed to economic mobility, our work is grounded in the following *Guiding Principles*:

- *Diversity, equity, and inclusion*
- *Proximity and humanity*
- *Risk-taking and innovation*

Our professional community reflects myriad demographic characteristics, perspectives, and backgrounds, which includes various identities that reflect diversity in gender identity and expression, race, ethnicity, religion,

Back **Apply**

[→ Sign In](#)[🏠 Career Center](#)

Current Openings

[🌐 Language](#)

sexual orientation, ability, and socioeconomic status. Our colleagues have access to opportunity and advancement, as we promote fair and equitable treatment and have encouraged participation by underrepresented groups. As a team, we promote a sense of belonging, high levels of engagement, and shared respect.

- Robin Hood puts people first. *Always.*
- Robin Hood is unafraid to take action and create solutions.
- Robin Hood is data driven and heart led.
- Robin Hood works the coat check.

Salary and Benefits

Salary commensurate with relevant experience and qualifications. Robin Hood also offers a full and competitive benefits package that includes, medical, dental and vision insurance, generous retirement contributions, eligibility to participate in paid medical, family and parental leave programs, professional development, cell phone reimbursement, and full-time employees start with 20 days of Paid Time Off (prorated). Eligible for a performance bonus.

[Back](#)[Apply](#)

The salary range for this position is \$300,000-\$325,000.

This position is located in New York City.

→ Sign In

🏠 Career Center

Current Openings

🌐 Language

To Apply

Robin Hood has retained Spencer Stuart to support this search. If you wish to submit your own application materials or nominate someone to serve as the next CPCO, please send an email with supporting materials to RobinHoodCPCO@spencerstuart.com (mailto:RobinHoodCPCO@spencerstuart.com)

Robin Hood is an equal opportunity employer. Applicants from diverse backgrounds and identities are encouraged to apply.

Please note that Robin Hood Foundation has adopted a COVID-19 vaccination policy to safeguard the health and well-being of our employees. As a condition of employment, Robin Hood employees are required to be fully vaccinated for COVID-19, unless a reasonable accommodation is approved or as otherwise required by law.

Back

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 **Sign In**

 **Career Center**

Current Openings

 **Language**

Back

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