

March 2023



JOB POSTING

Director of Operations

Burnaby Neighbourhood House is a non-profit organization working with 3 integrated not for profit partners (Burnaby Community Services, Burnaby Meals on Wheels, Burnaby Seniors Outreach Society) to offer a wide range of supportive programs and services that address the diverse needs of local residents. Located on the traditional, unceded territories of the Coast Salish Nations, we are a volunteer driven community-funded agency with a unique focus on neighbours supporting neighbours.

BNH is looking for an operations professional with senior management experience to join our leadership team to oversee the internal functions that will support and manage the growth of our organization. This new position will ensure the smooth running of the administrative and operational side of BNH. The Director of Operations will work with teams of employees and provide oversight of day to day operations including: Maintaining and developing systems, overseeing IT and infrastructure, communications and public relations, human resources, budgeting, grant writing and contract management.

KEY RESPONSIBILITIES

Operations and Finance:

- Manage day to day operations at 3 Neighbourhood House Locations in collaboration with team managers, supervisors and coordinators. I.e. reception, rentals, maintenance
- Works closely with the Director of Finance and senior management team to develop budgets and internal controls for monitoring contracts and projects
- Works with the CEO and Fundraising team to oversee Fund Development and takes a lead in responding to RFPs.
- Works with the leadership team to oversee contract reporting and administration. (Municipal, Federal and Provincial contracts, United Way, Community Gaming)

Communications and Public Relations:

- Creates a communication plan and works with a team of staff and volunteers to implement.
- Oversees advertising and marketing activities (print, social media, website)
- Oversees the revisions and printing of the Burnaby information and referral publications

Human Resources and Policy oversight

- Works with the BNH policy committee on review and development of organizational policies and procedures.
- Provides oversight and ensures staff's understanding of human resources policy and procedures.
- Implements and monitors Health and Safety Program
- Facilitates design and implementation of performance management, professional development and succession strategies.
- Oversees volunteer administration systems including data collection and registration
- Oversees communications with employees and measures employee satisfaction towards the goal of creating a welcoming and inclusive workplace environment.

Administration and Facilities

- Provides oversight of IT systems and infrastructure
- Supervises the operations manager and site coordinators to ensure a welcoming reception at all locations, reception coverage and maintenance of facilities.
- Ensures efficient and relevant data collection required for accountability and reporting
- Works with the leadership team to refine and develop unified systems to create organization efficiencies.

Leadership

- Participates as a member of BNH's senior management team to provide overall agency direction and efficiencies.
- Provides supervision and leadership support, direction, and coaching to staff and volunteers
- Play key role in operations planning, communications and fundraising strategies

Qualifications:

- Post-secondary degree and or accreditation in business administration, HR, facilities management or other relevant discipline.
- 5+ years management experience in the not for profit sector
- Commitment to social justice and BNHs mission, vision and values
- Excellent communication skills, both verbal and written, delegation, coaching, conflict resolution and interpersonal skills.
- Experience managing multiple departments, and working with staff and volunteer teams.
- Human resource experience, bring an equity lens to human resource planning, engagement, and decision-making, Strong problem solving skills
- Ability to think strategically, to plan, organize and execute effectively
- Experience with grant writing, and responding to RFPS
- Experience with contract and financial management and reporting
- Ability to lead and engage teams through development and implementation of information and data management systems.
- Proficient computer and IT skills including website maintenance
- Commitment to building efficiencies in operations through system development and implementation
- First aid certification or willingness to obtain
- Second and third language an asset

Other Details:

- BIPOC and 2SLGBTQIA+ candidates are encouraged to apply
- Must have valid Vaccine Passport
- May Require occasional evening and weekend work

Accountability: This position reports to the CEO

Hours & Pay Rate: \$68,425 - 70,469 per year with health benefits and Group RSP after first year of employment 35 hours/week

Start Date: May 1st 2023 (Negotiable)

Deadline: April 10th, 2023

To apply please Email resume to: SimoneG@burnabynh.ca

Thank you for your interest in this position, however, only short-listed candidates will be contacted. *No phone calls please*

The Burnaby Neighbourhood House is a charitable non-profit organization. We are a volunteer driven, community funded agency with a unique focus on neighbours supporting neighbours.