



Job Description

Mission: To help heal the human spirit

Vision: A future without violence

Values: Empathy, Care, Collaboration, Innovation, Courage

Job Title:	Director of Operations & Impact	Last Updated:	Aug 2024
Department:	Admin	Reports To:	Executive Director

Job Purpose:

The **Director of Operations & Impact** is a key member of the Executive Leadership Team (ELT), responsible to ensure Radiance Family Society operates efficiently and effectively by overseeing strategic planning, risk management, operations, and impact. This role supports the execution of the organization’s purpose to create healing spaces for those impacted by domestic violence, while driving operational excellence and fostering a culture aligned with Radiance’s values. This position participates in an on-call rotation and may work occasional evening/weekend hours.

Key Responsibilities:

Strategic Planning:

- In collaboration with Executive Leadership Team (ELT), develop and drive a strategic plan that articulates the organization's purpose, strategic priorities, and initiatives.
- In collaboration with the ELT, lead the development and coordinate execution of the annual operational plan, inclusive of the organization's annual goals, objectives, and key performance indicators.
- Lead the development and coordinate execution of Radiance’s risk management and business continuity programs and ensure risk management is accurate and reflected in annual operational plans.
- Evaluate overall organization’s performance and impact by monitoring data and metrics against the evaluation framework and organizational reporting dashboards.

Operations Management:

- Ensure agency policy and procedures reflect current legislation; review as needed and make recommendations.
- Oversee risk mitigation, as well as risk in any areas as an identified Risk Owner.
- Develop and oversee the technology strategy for the agency, support the project management of IT related projects, consult with IT vendors and contracts negotiations.
- Oversee Radiance’s privacy program and health & safety.
- Guide the Operations team to ensure effective tenant relations, including records management, move-in and move-out inspections & documentation, building policies, emergency protocols, rent collection, complaints, and issuing notices as required.
- Coordinate Radiance’s project management office, including providing leadership and capacity building with respect to project management and change management skills within the organization.
- Provide support to Radiance’s collaboration strategy and oversee legal agreements/MOUs with partner organizations;
- Develop and execute, or serve as executive sponsor of, special projects which advance the organization's purpose and ambition.
- Provide support and oversight to the Operations Manager and data/evaluation team.
- Participate in the after hours on-call support for building related issues.
- Oversee organization’s procurement program and purchases.
- Develop and maintain replacement schedules for building infrastructure replacements and purchase as needed within approved budget.
- Conduct regular reviews of vendor relationships and contracts to ensure resources and pricing of suppliers and vendors, including building equipment and supplies, provide maximum value.

- Issue procurement Request for Proposal (RFP) where necessary, evaluate tenders, and manage vendor contracts, ensuring that contracts, Memorandum of Understanding (MOU), and similar commitments protect the organization's interests.
- Oversee the preventative maintenance program including building lifecycle replacements, and ongoing maintenance, supporting with vendor relations as necessary.
- Review and assess the effectiveness of vendors providing services to the organization on a regular basis.

Financial Management and Revenue Development:

- Review and propose annual operating budget.
- Monitor overall budget and lead quarterly reporting processes and monitor for financial risk.
- Monitor revenues and expenses against the annual operating budget, advise/approve head of finance's recommendations to reallocate resources and reduce expenses, when necessary, and in consultation with the ELT.
- Provide input to grant/funding proposals and contribute as required; review grant budgets/financial reports.
- Liaise with financial departments of government funding bodies with respect to budgeting, reporting and/or audit processes.

People & Culture:

- Set and model a shared culture based on Radiance's values with internal and external stakeholders.
- Lead strategy, project oversight, and people planning for Radiance teams in collaboration with HR and ELT.
- Provide consultation and approval on the mandatory training/professional development needs of the organization.

Miscellaneous:

- Lead and participate in project-based initiatives.
- Co-chair of H & S committee.
- Participate in training and other professional development opportunities.
- Other duties as assigned by Executive Director.

Education, Experience and Qualifications:

- Graduate degree in business management, finance, IT, or another related field. Previous experience may be considered in lieu of education.
- Minimum of 3-5 years of progressive management experience leading one or more of the following functional areas: human resources, finance, administration, community relations and/or information technology.
- Strong understanding of business strategy, large scale change and the alignment between focus, measurement, engagement, and accountability.
- Excellent leadership, communication and interpersonal skills combined with ability to synthesize competing points of view and put forward recommendations.
- Demonstrated ability to lead and inspire cross-functional (non-direct report) teams and deliver results through influence.
- Proven skills to work with vulnerable population are required.
- Experience in change management.
- Advanced skills in Microsoft applications (Outlook, Word, Excel, PowerPoint, and Teams).
- Well-versed in best practices in social innovation and design thinking.
- Project management experience is an asset.

Skills, Attributes, and Competencies

- Excellent interpersonal and relationship building skills.
- Ability to provide strong, effective, and highly visible leadership to own team as well as to cross-functional staff in other departments.
- Ability to build key partnerships and relationships within the social sector, and across the community, to ensure diverse representation and to support the collective goals.
- Experience in and knowledge of the non-profit sector preferred.
- Passion and commitment to Radiance's purpose.

- Ability to excel in a fast-paced, community environment.
- Dedication to equity, diversity, inclusion, reconciliation, and anti-racism.
- Detail-oriented with a commitment to initiative and precision.
- Ability to prioritize tasks and work effectively independently and as part of a team;
- A willingness to be hands on for occasional light maintenance and caretaking.
- An understanding or and/or a curiosity about the intersection between domestic violence, poverty, and homelessness.

Mandatory Conditions:

- Clear Police Security/Vulnerable Sector Check to be maintained.
- Clear Child Intervention Check to be maintained.
- Standing, bending, crouching, and lifting required.

Work Ethic Expectations:

- Ability to effectively establish and maintain cooperative working relationships within a diverse multicultural workplace.
- Ability to work independently and as part of a team.
- Excellent personal and professional boundaries.

How to Apply:

Please send resume and cover letter to HR@radiancesociety.ca

Radiance Family Society is an equal opportunity employer. We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Direct Reports:

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Date Created:

August 2024