



Position	Manager, Operations
Reports to	Executive Director
Position type	Permanent Position
Working hours	5 days a week, 8:30am - 4:00pm
Working location	Onsite 4 days, hybrid 1 day
Salary Range	\$60, 000 - \$80, 000 annually

Position

Summary:

The Operations Manager provides strategic leadership and coordination for the organization Oak Bridge Academy. The Manager of Operations will play a pivotal role in overseeing the day-to-day activities of the organization, ensuring efficient and effective operations to support the mission and strategic plan. This position will be responsible for operations, human resources, health & safety, technology & volunteer management. The manager will be an exceptional leader with a solid understanding of coaching, development and creating exceptional teams. The manager must have stellar project management skills, have experience in leading change initiatives, solid interpersonal skills and the ability to serve as a member of the organization's senior leadership team.

Responsibilities and Duties:

Leadership & Management

- Creates an environment and culture that focuses on fulfilling the organization's mission, vision, and values.
- Embody a philosophy of team building, coaching and mentorship that will grow leaders and allow for input and contributions to move the organization forward.
- Streamline processes and systems internally to improve efficiencies while achieving operational excellence and meeting organizational goals.
- Collaborate with members of the senior management team on a regular basis to plan, develop and implement organizational strategic priorities and goals.
- Serve as a member of the senior leadership team leading operations.

Organizational Operations:

- Lead project management for various organizational wide initiatives including: organizational growth strategy, staff engagement strategy, annual planning etc.
- Develop and implement operational policies, procedures, and systems to streamline processes and enhance efficiency for various stakeholders.
- Monitor and evaluate operational performance, identifying areas for improvement and implementing solutions.
- Coordinate with various departments to ensure smooth communication and collaboration across the organization.
- Manage resources and staff allocation to support operational needs and budget requirements.

Human Resources & Health and Safety

- Supervise and mentor operations staff, fostering a positive and collaborative work environment.
- Lead and support organizational wide recruitment, onboarding, professional development, performance management and leadership development of team members
- Champion various workplace committees to support health and safety, employee engagement, justice, diversity, equity and inclusion, social committee etc.
- Oversee organizational health and safety including policy/procedure development, staff training, risk assessment and mitigation, compliance, emergency preparedness and workplace investigations.

Information Technology

- Oversee the organization's IT infrastructure, including hardware, software, cloud based network, and systems.
- Manage the organization's databases and information systems, including donor databases, volunteer management systems, and program databases as required.
- Ensure data integrity, security, and compliance with relevant regulations.
- Identify and implement software applications and tools to support various operational functions, such as fundraising, volunteer management, student management systems etc.
- Implement cybersecurity measures to protect the organization's data and systems from cyber threats, viruses, malware, and unauthorized access.
- Collaborate with senior leadership to prioritize technology investments and initiatives that align with the organization's strategic goals and priorities.

Volunteer Management

- Design and implement a volunteer and student strategy for the organization focusing on bringing expertise and in-kind donations to support the organization's mission and goals.
- Develop and implement strategies to recruit volunteers, including outreach efforts through social media, community events, and partnerships with other organizations

- Develop and facilitate volunteer orientation and training sessions to ensure volunteers are equipped with the knowledge and skills needed to succeed in their roles.
- Coordinate volunteer schedules and assignments, ensuring adequate coverage for all activities and events.
- Develop and implement strategies to recognize and appreciate volunteers for their contributions to the organization.

Workplace Environment:

- Office environment, in-person at Oak Bridge Academy located at 55 Franklin Blvd, Cambridge Ontario and other possible locations within Waterloo Region.
- Work is subject to deadlines and peak periods.

Benefits:

- School and administrative closures (6 weeks during the year)
- RRSP Matching
- Laptop
- Mileage can be expensed
- Comprehensive health & dental benefits; life insurance

Qualifications & Competencies:

- At least five years of experience in program and organizational leadership ideally within a non-profit organization being a significant asset.
- Proficiency in project management planning, execution, monitoring, closing and evaluation.
- Experience with systems thinking and operationalizing plans involving multiple internal and external stakeholders
- Experience implementing and evaluating technology solutions to support organizational and client satisfaction.
- Exceptional emotional intelligence skills to support change management with various stakeholders and constituents.
- Highly developed verbal and written communications skills, including public speaking and presentation abilities.
- Ability to handle multiple, concurrent issues, projects, and tasks and flexibility to pivot and adapt.
- Excellent assessment, decision making, problem solving, priority setting and critical thinking skills.
- Positive and inclusive attitude with exemplary team-building, interpersonal, and leadership skills.

Experience and Education:

- Minimum 5 years of program leadership and/or management experience.
- Post-secondary degree preferred or relevant sector leadership experience.
- Strategic leadership ability.

Checks and Verifications:

The successful candidate will be required to provide a satisfactory Police and Vulnerable Sector Check dated within two (2) months from date of hire. Proof that you are legally permitted to work in Canada and licensure also required.