

OPERATIONS DIRECTOR

The Operations Director is an Executive administration position responsible for oversight of operations, including communication, facilities management, finance, human resources, marketing and risk management. Values alignment is critical to us. This is as much a vocation as a job so please visit our website to learn more about our values and what we do: www.broadviewunited.com

The Operations Director will need to have demonstrated experience with development and implementation of operations policy, work planning and the development of operational strategies. They are responsible for oversight of administrative and property staff in consultation with co-lead ministers related to job responsibilities and focus. Personnel leadership should be through open dialogue, job enrichment, oversight and training. Demonstrates outstanding interpersonal and communication skills, working with grace and composure in our spiritual and mission-driven environment.

Facility Management (30%)

- Ensure smooth and efficient facility operations and oversight of all improvements, repairs and maintenance, and planning for the future
- Interface as staff support with the Property team
- Develop, review, update facility uses policies and procedures as necessary to align with the strategic mission of BVU
- Work with front office staff in oversight of rentals and decision making about exceptions and large new rental client
- Work to create lease agreements with long term renters and shepherd this through the PMR processes.
- Oversight of all rental revenue strategies and strategic partnerships with community agencies
- Oversight of any building improvements or deficiencies
- Working with teams regarding practice and upkeep for common community use areas
- Interfacing and oversight of AV equipment with Tech contract company
- Supervision and oversight of custodial staff

Financial Oversight (25%)

- Prepare, administer and review annual Budget – Operating and Capital – in collaboration with Co-lead Ministers, treasurer and the Board.
- Develop, review and update financial policies and procedures as necessary to align with generally accepted accounting procedures, the strategic mission of BVU, and the ethical principles and theology of the United Church of Canada
- Arrange for quarterly financial updates and review of year-end financial statements for the board, co-leads and finance committee
- Responsible to ensure that the budget, investment portfolio of the church and all financial reporting is in compliance with CRA regulations
- In collaboration with the Treasurer, investment team and financial investment firm, oversee the endowments and all other financial tools used to secure the longevity and mission of the church
- Interfacing with and oversight of social enterprises, their boards and managers to maintain communication and support for the social enterprises to ensure that financial goals related to income for general budget are being met.
 - Reporting on this to Lead ministers and finance committee (and board as appropriate)
- Design and implement, with support from the Co-Lead ministers the annual stewardship campaign

Board interfacing (10%)

- Support Board in its endeavours, preparing reports, conducting research as required
- Is an ex-officio member of the Board, Finance Committee and property team
- Works co-operatively with the Co-lead ministers and accountable to the board

Administration oversight (10%)

- Ensure smooth and efficient administrative operations, including identification of technology solutions (e.g. databases and data solutions) that support and enhance operations
- Oversee the relationship of any contractor service providers
- Evaluate and make improvement to all administrative systems

Human Resources (10%)

- Supervise admin including annual performance reviews, hiring (joint with lead ministers) updating job descriptions, and professional development
- Meeting with the operations team to set goals, determine priorities and evaluate systems
- Meeting with entire staff for weekly 2.5-hour meeting
- Help develop a compensation grid/policy for compensation, including salaries, benefits, holidays and progression based on experience, job responsibilities, training and longevity.

Communications (15%)

- In collaboration with Co-ministers, oversee the development and implementation of an integrated communications plan.
- Implement and supervise the creation of all communications and promotional items and new initiatives such as signage, installations, website, social media, creative (print and online) and branding.

EDUCATION/WORK EXPERIENCE

- A minimum of five years' work experience in non-profit agency or social enterprise in operations management and supervision, or an equivalent combination of experience and education
- Some post secondary education in business administration or non-profit management
- Experience in a church setting an asset

SKILLS

- Task oriented and results driven
- Strong organizational and project management skills
- Experience with performance management tools and practices
- Experience with Financial management and software and strong understanding of basic accounting principles.
- Strong operational management, leadership and administrative skills
- Data base experience and systems thinking abilities.

- Strong communication (verbal and written), organizational and interpersonal skills
- Able to work as a team leader, with input from the ministerial team, the Church Board, congregation, and community leaders
- Actively leads efforts to establish and accomplish operational goals, objectives and strategies
- Independent and self starter working style.

Accountability:

This is an executive position with accountability to the Broad View United Board. However there are many aspects of this position that overlap with the authority and responsibility of the Co-lead Ministers and there for a strong collaborative working relationship will be required. The Ministry and Personnel designate on the Board will serve as the supervisor and co-ordinator of the annual review.

Working hours:

This is a full time (40hrs) position requiring a presence at the church building 5 days a week. While working from home on an occasional basis will be possible, as a general rule, one's presence in the building will be needed for staff access and interfacing with various user groups and congregants.

Remuneration:

Wage: Commensurate with experience and skills in the range of 85- 100 K per year. Benefits and pension are additional parts of the employment package. 3 weeks + holidays depending on experience and to be negotiated.