

Director of Operations

We Wai Kai Nation
Campbell River, BC
Full-time, Permanent

The Director of Operations, reporting to the Chief Administration Officer, is responsible for the successful leadership and general management of Band programming according to the vision, objectives and strategic direction set by Council. The Director of Operations is responsible for the efficient management of all programs and departments, setting goals and measuring the achievement of the organization's objectives. As a skilled administrative officer who is a positive role model, the Director of Operations works closely with the Chief Administrative Officer and Council to focus on establishing effective working relationships with community groups, funding agencies, and other external contacts. The Director of Operations ensures the efficient financial management of the organization. The Director of Operations leads a multi-faceted team of employees who are tasked with financial management, housing, social development, land management, referrals education, public works, capital infrastructure, recreation, enforcement, and other specialty areas.

Duties and Responsibilities

Leadership:

- Supervises the efficient and effective day-to-day operations of the organization, including all department and programs.
- Oversees human resource/staffing plans and is regularly involved in the recruitment and development of staff.
- Provides leadership to the staff team in establishing program and individual expectations; regularly reviews performance with staff.
- Addresses performance issues and acts as coach and mentor to develop employees; follows progressive disciplinary process as required.
- Identifies, assesses and informs the Chief Administrative Officer of serious issues (potential terminations, confidentiality breaches, conflict of interest and fraud as examples) as they may arise as well as providing routine updates on activities.
- Conducts needs assessments, identifies gaps, and provides leadership to develop plans and priorities in creating programs to address the developmental requirements of the organization and community.
- Identifies and partners with a variety of organizations to formulate joint special projects which would enhance the delivery of existing programs and services to community members.

Governance:

- Coordinates the development of a vision and strategic plan.
- Participates on committees that help further the organizations helping to build capacity and move organizations toward their vision.
- Facilitates the orientation and training of Council, to help them learn that their roles and responsibilities as Councillors.
- Provides agenda, briefing notes and other preparation for Council meetings.
- Ensures meetings are documented in accurate minutes and clear records of Band Council Resolutions.
- Implements decisions of Council.

- Raises the profile of the organization by engaging in public relations, networking and advocacy activities.

Operations:

- Develops an operational plan for the organization's strategic direction and communicates this through regular staff communications and by setting goals and monitoring progress at least quarterly.
- Ensures that all business and operational transactions are conducted in a responsible, confidential, and ethical manner.
- Considers risk management issues and implements strategies to mitigate risks.
- Develops a solid training plan designed to increase capacity of all employees, leading to the ability to have an internal succession plan.
- Establishes policies and procedures for the organization; regularly reviews and updates to meet legislative and operational changes.
- Manages the planning, implementation and evaluation of the organization's programs and services.
- Ensures legal compliance in all areas of operations; creates a safe and healthy work environment and ensures compliance with all financial and employment legislation.
- Establishes systems and checks to ensure the security of facilities and equipment; works with team to create recovery plans for possible disaster scenarios.

Administration:

- Oversees the general management of the organization's financial affairs ensuring the establishment and review of internal financial controls to ensure effective financial and fiscal management.
- Prepares a comprehensive annual budget with the senior management team to secure adequate funding.
- Ensures budgets are approved and adhered to, in addition to reviewing cash flow and providing regular reports to the Council.
- Provides input to the audit report development and takes action to implement and operationalize recommendations.
- Monitors purchasing, tendering and other financial transactions.
- Ensures regular reporting requirements are met to Council and appropriate agencies by working with Finance to produce appropriate documentation for funding bodies.
- Identifies, researches, writes and pursues economic development funding proposals in partnership with program managers.
- Writes official correspondence on behalf of the Council to involve key stakeholders in various projects, ensuring follow up on action items and documenting issues and progress.

Community Relations:

- Develops communication strategy for public awareness of programs and events to reach community members wherever they live.
- Ensures that Band members understand the programs, services and opportunities offered through the Band Office.
- Provides opportunities for Band members to share their views or concerns, interact with staff and feel part of the Band organizations.
- Other duties as assigned or required.

The duties listed are provided as examples of area of responsibility and are not intended to create limits to responsibility but to help understand the scope of the position. All staff are expected to be team oriented and maintain confidentiality of all information gained while working with the organization.

Qualifications

Education:

- Degree in Business Administration, Public Administration, or related field
- Specialized Knowledge:
- Knowledge of legislation of Canada Labour Code, Occupational Health and Safety, Privacy, Human Rights and Employment Law
- Knowledge of financial and reporting requirements (i.e., ISC requirements)
- Knowledge and experience in human resources and financial management, governance procedures, and the Treaty process

Competencies:

The Director of Operations should demonstrate competence in the following:

- Conflict Resolution - Brings conflict into the open at the earliest opportunity to arrive at constructive solutions while maintaining positive relationships.
- Relationship Building - Develops strong, cooperative relationships with internal and external partners, customers, clients, and colleagues to build long term relationships that foster collaboration and partnership.
- Leadership & Teambuilding - Sets an example and a direction for others by acting as a role model and inspiring a positive attitude toward work, motivating others toward vision and goal achievement. Coaches for employee development and provides purposeful feedback for improved performance.
- Strategic Performance - Contributes to the organization's strategic performance by linking long-range vision and mission to the daily work, developing individual and/or group goals, aligning goals with organization objectives and building commitment of staff to this direction.
- Financial Impact - Delivers on financial results by budgeting resources responsibly, analyzing data, recognizing trends and patterns, and synthesizing financial data into meaningful terms.
- Innovation - Makes an effort to improve performance or operational activities by trying new things, finding new ways of doing things and looking for improvement.
- Analytical Thinking - Observes identifies and organizes information to detect underlying issues. Recognizes patterns to interpret implications, ascertain solutions and make recommendations.

Skills and Abilities:

- Ability to understand financial data and forecast the impacts of trends and issues.
- Ability to work independently and build effective interpersonal relationships.
- Ability to make decisions that improve the management of First Nation resources.
- Ability to work collaboratively with the leadership team in the establishing of goals, strategy, preparation of budgets and funding proposals.
- Ability to see the big picture and think strategically.
- Proficiency in the use of computer programs for word processing, databases, spreadsheets, email, and the internet, to the intermediate level (capable of using a large number of functions and feel confident using the program)

- Ability to self-regulate, meet deadlines, have attention to detail.
- Ability to manage conflict and manage change.
- Lifestyle consistent with the importance and responsibilities of the position

Experience:

- Five to seven years of progressively responsible program management experience preferably in the community, social service sector, or with First Nations groups
- Experience supervising and managing staff as well as developing and managing budgets.
- Proficiency at developing meetings, agendas, and chairing meetings.
- Proven record of accessing, securing, and managing financial resources.

Working Conditions:

- Ability to maintain strict confidentiality in performing duties and demonstrates personal attributes of integrity, respect, trust, honesty, compassion, and accountability.
- Travel to other related organization locations will be required.
- May need to respond to after-hours or emergency calls.
- Required to work some non-standard hours to attend meetings or events, overtime will be required.
- Receives minimal supervision with occasional direction and very few checks of the work performed.

Conditions of Employment:

- Must be able to obtain and maintain a Criminal Records Check
- Must be able to obtain and maintain a valid BC Driver's License

Salary: Based on Experience

Application deadline: 2021-09-23

Job Types: Full-time, Permanent

Benefits:

- Casual dress
- Dental care
- Disability insurance
- Extended health care
- Life insurance
- Paid time off
- Vision care

Schedule:

- Monday to Friday

Please send resume and cover letter to careers@wewaikai.com. Only those shortlisted will be contacted for an interview.