

Director of Operations (INTERNAL/EXTERNAL POSTING)



Inuuqatigiit Centre for Inuit Children, Youth & Families is a multi service non-profit organization serving Inuit children, youth, and their families, dedicated to providing cultural, educational, and support services in a caring, respectful, and collaborative environment that fosters strong and proud Inuit children and families.

Position #	2025
Position Title	Director of Operations
Posting Date	April 1, 2025
Closing Date	April 30, 2025
Start Date	ASAP
Hours	37.5 hours – Monday-Friday 8:30 a.m. – 4:30 p.m. with occasional evening and weekend hours required
Position Status	Indeterminate
Salary Range	Inuuqatigiit Centre offers a competitive wage and benefit package

POSITION SUMMARY

Under the supervision of the Inuuqatigiit Executive Director, the Director of Operations is responsible for overseeing and optimizing Inuuqatigiit Centres day-to-day operations, including improving efficiency, implementing policies, and leading teams to achieve operational goals while ensuring that project deliverables and/or program goals are met while supporting the vision and mandate of Inuuqatigiit Centre.

KEY DUTIES AND RESPONSIBILITIES

Working closely with the Executive Director to provide high-level administrative and logistical support to the Executive Director, to assist in running operations efficiently and effectively. Develop and implement risk management strategies and provide high level reports to the Executive Director.

Operational Strategy:

- Oversight of the long-term operational strategies to ensure it aligns with Inuuqatigiit Centre's overall objectives. Works closely with Executive Director and Management staff to ensure seamless execution of programs and services, providing guidance and support as needed.

Process Improvement:

- Identify areas for improvement in the bylaws, policies, procedures, board manuals to ensure they are current and up to date. Update signing authorities with funders and lenders.

Team Leadership and collaboration

- Lead and motivate departmental teams, providing guidance, training, and development opportunities.
- Collaborate with staff in developing, locating, and organizing staff training and capacity building opportunities.
- Direct and supervise the application of legislative requirements and Inuuqatigiit Centre policies, procedures and tools.
- Provide leadership, coaching and supervision of direct reports.
- Work with staff to implement project/program initiatives and special projects, including, but not limited to staff training, improved communication, community outreach strategies, and advocacy efforts.
- Work with other directors and managers to identify new needs and, in collaboration with the Executive Director, develop systems, protocols, and policies to address those needs.
- Assist when needed in the human resources department, support hiring process for staff in keeping with Inuuqatigiit policies and procedures, overseeing the process for annual performance reviews and addressing ineffective performance.
- Develop funding proposals in collaboration with the executive and management team.
- Develop and monitor projects/programs budgets and work closely with project/program managers and the CFO.
- Other tasks and duties assigned by the Executive Director.

ACCOUNTABILITY**Performance Monitoring:**

- Track and analyze key performance indicators (KPIs) to measure operational performance and identify areas for improvement.

Policy Implementation:

- Implement and enforce company policies and procedures, ensuring compliance and consistency.
- Ensuring our Policies, Procedures, Manuals and Bylaws, listing of signatories are updated with funders are current and up to date.

Problem Solving:

- Address and resolve operational issues and challenges effectively

Supervision:

- Supervision of Operational staff: Administrative Support and Maintenance

WORKING RELATIONSHIPS

Representation:

- Represent Inuuqatigiit Centre at meetings, presentations and conferences with stakeholders including partner agencies, funders, and government.
- Engage with various agencies and stakeholders to develop and strengthen high quality programs and services.
- Collaborate with staff in developing, locating, and organizing staff training and capacity building opportunities.

QUALIFICATIONS & REQUIREMENTS

- Bachelor's degree in business administration or finance or an acceptable equivalent
- Minimum 10 years' experience in senior project/program management.
- Experience in community planning, outreach, program delivery and quality assurance
- Experience in effectively managing human and financial resources
- Knowledge of Inuit and non-Inuit community services and supports
- Knowledge of the Inuit culture and community
- Fluency in Inuktitut assets
- Ability to communicate effectively orally and in writing
- Ability to function effectively in a high stress, high noise environment
- Ability to respond effectively in crisis situations
- Excellent writing skills
- Networking and partnership-building skills
- Effective leadership skills
- Experience working with Inuit or Indigenous communities an asset
- Inuit descent preferred
- Knowledge of the needs of Inuit children and families
- Strong organizational skills

Please apply with a cover letter and up-to-date resume by April 30, 2025 to:

Human Resources Department, at jobs@inuugatigiit.ca

Note that accommodations are available for applicants with disabilities throughout the recruitment process. If you require specific accommodations, please contact the HR Department through the contact information provided above, so that we can make suitable arrangements with you.

When two equally qualified candidates are considered for the same position, preference will be given to the candidate of Inuit descent.

We thank all who apply for this position. Only those applicants selected for an interview will be contacted.