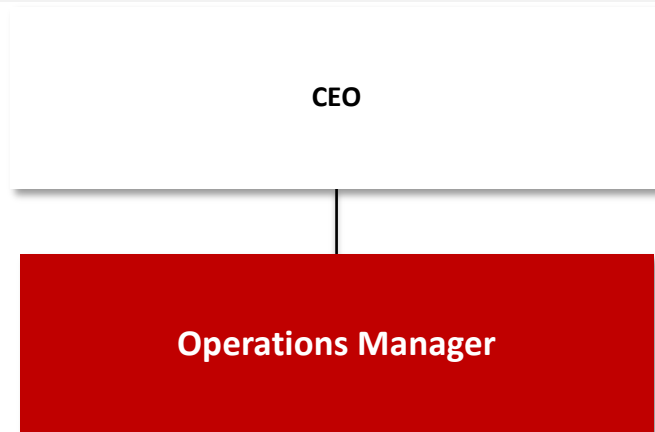


## Operations Manager

### Reporting Lines



<b>Department</b>	Operations	<b>Reporting to</b>	CEO
<b>Salary Range</b>	\$60,000 to \$70,000 per year	<b>Term</b>	Permanent
<b>Location</b>	GTA Preferred	<b>Working hours</b>	Full time: 37.5 Hours per week

### About AFH Canada

With the world facing growing humanitarian needs, taking action for humanity has never been more important. We're on the ground in countries across the globe providing aid, building resilience and laying foundations for a better future.

Our interventions are built around the humanitarian, development, and peacebuilding triple nexus. When emergencies strike, we act and mobilise. We respond immediately to ensure the most vulnerable are protected, basic needs are met, and lives are saved. Our work is driven by immediate response and delivery, but we stay long after a disaster to help restore lives and recover communities. Our accumulated knowledge, effective delivery mechanism, and centralised model allow us to reach those in need, faster.

### Responsibilities

#### Operations

- Manage the operational plan of the organization with the CEO, ensuring all departments are functioning effectively and meeting their objectives and targets
- Facilitate inter-departmental communication and collaboration to ensure the smooth running of the organization
- Ensure team compliance to internal policies and procedures by conducting quarterly audits and sharing results with the CEO, where necessary implementing mechanisms and corrective measures to enhance

team compliance

- Work with the Chief Governance Officer to oversee the maintenance and updating of all internal policies and procedures, and ensure they are reviewed and updated annually
- Create systems and processes where gaps are identified and **solutions are implemented**
- Evaluate the organizations tech stack to create better workflows and improve performance of the staff

### Finance

- Assist in the budgeting process of the organization, and ensure timely reports are delivered from the Finance department that speak to the financial health of the organization
- Proactively review financial statements and reports to identify potential issues before they become problems
- Facilitate the meeting between Finance and Donor Care to ensure bank and CRM data reconciliation is taking place

### HR and Payroll

- Coordinate the hiring process including job postings, screening of resumes, organizing candidate interviews, and new hire on-boarding
- Maintain employee records and collaborate with Finance for payroll processing
- In coordination with the CEO, manage the annual employee benefits renewal process and performance review process
- Create and promote an office culture that supports a positive team environment

### Other

- Prepare reports and other materials for Board meetings
- Support the wider AFH Canada team as instructed by Management
- Develop business cases for new technologies and systems when required
- Any other duties as necessary

## Our Values

### ***Believe in the cause***

We believe in changing a situation from negative to lasting positive; helping those in need; saving and transforming lives for the better is what drives us.

### ***Work together***

Teamwork is the backbone of our work's success.

### ***Give with grit***

Being a "gritty" person means perseverance and passion for long-term goals; hence, freely giving with courage, conscientiousness, and resilience; acting with optimism, confidence, and creativity as you strive for excellence.

### ***Make life better***

Ultimately, our work is to make life, in its holistic sense, better for everyone, and everything, including the environment.

## Job Requirements

<b>Education</b>	<ul style="list-style-type: none"> <li>Degree in a related field, such as Business Management</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>3+ years' experience of a working in an operations role, preferable within the non-profit sector</li> <li>A successful track record in setting priorities with organization and problem-solving skills that enable sound decision-making</li> <li>Proven success in managing budgets and financial forecasts, preferably within the non-profit sector</li> <li>Previous experience managing teams and fostering collaboration</li> <li>Knowledge of CRA compliance for charities an asset</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>You can build rapport and nurture connections with the staff</li> <li>You have an eye for identifying problems and solving them</li> <li>You are a self-starter who can operate both independently and collaboratively, balancing independent judgement and decision making with seeking clarification, collaboration and following existing processes when needed and available</li> <li>You have familiarity with business and financial principles</li> <li>You are highly organized and supportive of new ideas and initiatives</li> <li>You can contribute innovation suggestions and complete deliverables independently and on time</li> <li>You are a dedicated and flexible team player able to interact with team members and colleagues at all levels of the organization with a deep respect and appreciation of diverse backgrounds and experiences</li> <li>You are proficient with MS Office Suite and database management</li> </ul>
<b>Languages</b>	<ul style="list-style-type: none"> <li>Strong written and spoken English essential</li> <li>Knowledge of Arabic or Urdu desirable</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>Driving license and access to a vehicle</li> <li>Have a flexible approach to work to accommodate events, conferences and work activity</li> </ul>

## Our Offer

- Competitive salary commensurate with experience and other qualifications
- Comprehensive medical insurance package
- Paid vacation, sick, and family days
- Employee awards and recognition
- Company investment in your career growth with paid training opportunities

If you are interested in this position, please email a cover letter and resume to [hr@actionforhumanity.ca](mailto:hr@actionforhumanity.ca) with the subject heading 'Operations Manager'.

All applications are appreciated; however, please note that only those candidates selected for an interview will be contacted.