Director of Operations and Marketing

**Deadline for application:** Tuesday, October 24, 2017  
**Type of employment:** Full time, Permanent  
**Start Date:** Early to mid November  
**Location:** Ottawa, ON

**Main Purpose of the Job:**
- Delivery and development of high quality services achieved through the involvement of team members, donors, communities, support groups and organization, partners and other stakeholders.
- Responsible for the delivery of the annual business plan and the five-year operating plan so that Operations generates positive cash flow available to be reinvested in the provision of high quality services to our customers.
- Effective management and development of the operations team to ensure the delivery of the quality and cash flow objectives.
- Manage a wide-ranging portfolio, informed by a sound knowledge of the organization and the regulatory framework within which the sector is required to work.
- Leadership across the organization and management of volume and financial targets for operational services.
- Ensure that company priorities and requirements are delivered to reflect – both within and outside the organization – professional and exemplar services in support of the company’s status as the largest social care provider in Cornwall.
- Responsible for the management and positive development of a range of strategic and operational relationships external to the company, working with other agencies at strategic level, in support of mutually beneficial approaches to care.

**SPECIFIC DUTIES AND RESPONSIBILITES OF THE POST**

- To deliver the service elements within the five year operating plan, demonstrating commercial focus, a structured approach, intelligence and enthusiasm.
- To establish, in conjunction with other Directors, and then to monitor, clear performance targets, both quantitative and qualitative, which will significantly improve operational performance.
- To ensure that the performance is efficient, effective and delivered within budget.
- To establish, in conjunction with other Directors, clear performance targets, both quantitative and qualitative which will significantly improve operational performances.
- To monitor delivery of these targets and to take steps to address any inadequacy.
• To target growth through extending current markets and developing new services and new markets.
• To contribute to the development of company strategy through a thorough, current understanding of the local and national policy context, local competitive forces and local business opportunities, including new sources of sustainable funding.
• To explore and identify new development opportunities, to enhance service provision and increase opportunities.

Leadership:

• To provide professional leadership to all operational staff at all levels throughout the company.
• To ensure in conjunction with the Head of HR, that all members have credible and challenging Personal Development Plans and to oversee their delivery.
• To raise the profile and reputation of the organisation by working closely with partners.
• To maintain evidence based culture, which is person centred, commands the confidence of commissioners and customers, and promotes multi-disciplinary and cross organisational working.
• To contribute to the company’s Talent Management processes, supporting staff with identified potential to realise and achieve their full potential within the company.

Board level responsibilities and accountabilities:

• To develop Key Performance indicators for Operational Services and to provide comprehensive monthly reports to the Executive Director and Board.
• Shared responsibility with other Directors for overseeing systems used throughout the organisation to ensure customer and staff safety is compliant with governance requirements and health and safety legislation in partnership with the Governance lead and team.

Qualifications, Skills and Experience

• University education, preferably a degree in Management, Marketing, Communications and/or Philanthropy
Minimum 3 years experience working in a similar role, preferably with a non-profit organization

Excellent interpersonal skills with a customer service orientation and the ability to interact with individuals from a variety of social backgrounds

Excellent prioritization and time-management skills

Team player with the ability to work independently with little direction or supervision

Strong and clear commitment to HCI’s values

Fluency in English and excellent written communication skills, fluency in French an asset

Competent computer skills including MS Office or equivalent, design and editing

Internet skills including use of e-mails, group messaging and data collection

Numeracy and literacy skills

Knowledge on Raiser’s Edge and Luminate Online is a definite asset.

Some travel is required. Evening and weekend work will be expected for events and conferences. Valid driver’s license and access to personal car is a must.

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