



## CHIEF OPERATING OFFICER

TNO is looking for a strategic and transformational Chief Operating Officer to join our fast-growing organization. In the past two years, TNO has experienced significant growth and has demonstrated our impact both on the communities in which we serve and on the system level. Building on our recent success and development, we are looking for a dynamic leader who will transform how we operate and enable a greater impact on the lives of the individuals we serve. Across the whole organization, TNO is deeply committed to serving our communities, and we are looking for a leader who shares our passion.

### Who We Are

**TNO -The Neighbourhood Organization** is a well-established community-based social and health service agency providing a wide range of programs and services supporting low- income and newcomer communities across Ontario and sometimes across different provinces through online services and referrals.

Established in 1985, TNO started as a family and newcomer support organization, and has grown to over 170 staff and 200 volunteers. TNO provides a wide range of community, social and immigrant settlement services including language training, child, youth and family programs, employment services, primary health care services, housing services, programs for seniors, and support for families and people with disabilities, community development initiatives, mental health and many other complementary programs. In addition to providing client-centered services, TNO has expertise in managing complex, multi-year projects in partnership with diverse stakeholders and partners.

TNO is a model for neighbourhood programming and community development in Ontario. In 2011 and 2017 TNO was awarded the United Way Spirit Award for excellence in community giving. In 2020, TNO was nominated as one of the best settlement agencies across Canada and voted as the winner of The Canadian Immigrant and RBC 2020 Settlement Agency Award.

### What We Need

After a period of significant growth TNO has identified the need for a strong, dynamic **Chief Operating Officer** to provide overall leadership, expertise and accountability across a number of organization support functions to drive the efficient operations of TNO. This is a new role which will require a seasoned creative individual with strong people leadership and interpersonal skills, and a process improvement mindset.

This role is best suited to a highly motivated and proven professional with extensive background/experience in operations, Finance, Information Technology, Human Resources, Facilities Management and Marketing & Communications, We anticipate that other priorities may develop over time.

### What You Will Do

Reporting to the Chief Executive Officer, and as a member of the senior management team, the COO will contribute to executive-level decisions on operations and strategy. The COO will oversee the operational performance of TNO which includes direct oversight of all Corporate Services (Human Resources, Information Technology, Finance, Facility/Hub Management) Project Management, Marketing & Communications and provide strategic operational leadership to build operational capacity in alignment with TNO's mission vision, strategic priorities and guiding principles.



## **THE NEIGHBOURHOOD**

### **The COO will also!**

- Lead the consolidation of all senior operational duties.
- Collaborate with the CEO and senior management setting, driving, tracking and reporting the progress of strategic plan, operational goals, department business plans, and designing processes and procedures to support their execution.
- Provide back-up and support to the CEO on key leadership activities.
- Work collaboratively with other members of TNO's leadership team to create and implement strategies for future growth and direction.
- Provide strategic vision to continue to foster operational excellence in corporate services functions.
- Oversee day-to-day operations, with clear roles and responsibilities to support timely reporting and decision-making throughout the organization.
- Integrate financial planning, program objectives, and funder directives in the development of plans, ensuring reporting is accountable and providing confidence to all stakeholders.
- Lead annual operating planning process, incorporating measurable targets and performance metrics.
- Analyze performance measures, present key findings to the staff and board, and articulate follow-up actions.
- Oversee the establishment and delivery of a full-cycle, robust total rewards platform of HR programs and services required to build and retain an exceptional team of diverse employees to achieve our plans and goals and support current and future growth.
- Provide strategic direction regarding recruitment, employment policies and procedures, compensation and benefits program management, training and development, and employee culture/engagement initiatives.
- Oversee the development and implementation of an integrated IT strategy to ensure that TNO has modern, effective information systems that support the delivery of its objectives.
- Recommend and oversee the sourcing of vendors to provide supplemental services.
- Oversee the provision of office infrastructure services for the organization including information technology, asset management, security, and records management.
- Oversee the implementation of an organization wide communications, marketing and social media strategy.
- Steward organizational standards in information security and privacy.
- Lead the research, acquisition and implementation of an enhanced ERP.
- Assess opportunities and risks for new and emerging developments.
- Identify, monitor, and report on organizational risk, and ensure risk mitigation plans are implemented.
- Ensure the day-to day operations of TNO's 4 main sites (includes custodial, site services, security access, maintenance), and provide oversight into the operations of the future HUB.

### **Qualifications/Requirement**

- A University degree (Business Management, Commerce, Business Administration); an MBA, CPA designation or equivalent experience is considered an asset. Formal project management training or education is an asset.
- At least 10 years of professional experience and a career progression marked by accomplishment through leadership roles in complex environments with a proven record of accomplishment. Experience in the non-profit industry is considered an asset.
- At least 10 years of experience overseeing complex operations and leadership/people management experience is preferred.



## THE NEIGHBOURHOOD ORGANIZATION

- Strong understanding of business operations functions such as HR, Finance, Marketing, IT, and Facility management.
- Extensive knowledge and experience with digital transformation.
- In-depth knowledge of diverse business functions and principles; excellent knowledge of data analysis and performance/operations metrics.
- A clear and solid understanding of personnel policies, practices, and procedures and other operational issues faced by the organization.
- Have successfully built, developed, mentored, and managed multi-functional groups/teams
- High level of integrity, confidentiality, and accountability.
- Proven track record of success leading and facilitating progressive organizational change and development within an organization.
- Sound analytical thinking, planning, prioritization, and execution skills.
- Excellent interpersonal skills, including the ability to gain respect and support across an organization, strong leadership skills, the ability to be simultaneously strategic and tactical.
- Excellent written and verbal communication skills and report writing skills and the ability to interface with senior management, staff and TNO's Board of Directors.
- Strong knowledge of fiscal management and responsibility, business finance, government funding, contracts, and partnerships.
- Able to identify key issues; creatively and strategically overcome internal challenges or obstacles.
- Previous experience in a culturally diverse environment.

### How to apply

To apply for the position candidates please send your cover letter and resume to **Leisa McKenzie, Manager, Human Resources**, [lmckenzie@tno-toronto.org](mailto:lmckenzie@tno-toronto.org) by **5:00 pm, EST Friday, September 30, 2022**. You are also welcome to email Leisa with any related questions.

This position is full-time and on-site. Location will be within any of TNO's service locations. Locations for this position may be added or moved to new addresses in the future.

Please note that TNO requires a mandatory Vulnerable Sector Screening prior to employment. You must be fully vaccinated against COVID-19, subject to any valid medical or religious exemption from vaccination as provided by the Ontario Human Rights Code.

*TNO is committed to employment equity initiatives. We encourage residents of Thorncliffe Park, Flemingdon Park, and surrounding communities, and people who are racialized, Indigenous, people from the 2SLGBTQI+ community, people with disabilities and other equity-seeking groups to apply. TNO is an equal opportunity employer. Accommodation will be provided in accordance with the Ontario Human Rights Code. Should you require accommodation at any stage of the recruitment process, please contact 416-467-0126.*

We thank all applicants for their interest but only those selected for further consideration will be contacted.

For more information visit: <http://www.tno-toronto.org>.