

Organization: TNO - THE NEIGHBOURHOOD ORGANIZATION	Department: Core
Program/Project: Operations	Position Title: Director of Operations
Location and Hours of Work: TNO sites and offsite - 35 hours per week	Position Type: Full-time
Expected Start date: ASAP	

TNO - The Neighbourhood Organization (TNO) 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

Position Summary

The Core Department, under the direction of the Chief Executive Officer, focuses on Finance, with oversight responsibilities extending to Human Resources and Information Technology. The Director of this department holds a crucial role in supervising teams dedicated to Finance, HR, and IT. Close collaboration with senior leadership is integral to defining organizational performance goals and developing long-term operational strategies. This ensures a comprehensive approach to supporting the organization's objectives and fostering efficient cross-functional coordination.

Main Tasks & Responsibilities

- Reports to the CEO on the financial, Human Resources, IT, and Facility updates of the organization by providing monthly and quarterly written reports.
- Develop and oversee the organization's budget, ensuring alignment with strategic objectives.
- Collaborate with program managers to create accurate and realistic budget projections.
- Prepare regular financial reports for internal stakeholders, board members, and external parties.
- Ensure compliance with accounting standards and regulations.
- Oversee financial aspects of grant applications, ensuring compliance with donor requirements.
- Monitor and report on the financial performance of grant-funded programs.
- Manage and forecast cash flows to ensure the organization's financial stability.
- Monitor and control expenses to maintain a healthy cash position.
- Conduct financial analysis to provide insights into the organization's financial health.
- Identify areas for cost savings and efficiency improvements.
- Coordinate and liaise with external auditors during annual audits.
- Ensure compliance with relevant laws, regulations, and accounting standards.
- Develop and implement financial policies and procedures to safeguard the organization's assets.
- Ensures the development, implementation and maintenance of effective internal controls and procedures to support accurate and relevant reporting of current financial position, budgets and long-term plans.
- Ability to understand, interpret and apply provisions of applicable legislation and internal policies and procedures.
- Knowledge and experience in Financial Accounting Systems such as Quickbooks)
- Knowledge of occupational health and safety requirements, employment standards, pay equity legislation, and the income tax act.
- Provide training to staff on financial policies and procedures.

- Identify and assess financial risks and implement strategies to mitigate them.
- Maintain internal controls to safeguard the organization's assets.
- Work with fundraising teams to provide financial information to potential donors.
- Ensure transparency and accountability in financial reporting to donors.
- Ensure compliance with tax regulations applicable to non-profit organizations.
- File necessary tax forms and reports in a timely manner.
- Engage with the board on financial matters, providing regular updates and reports.
- Monitors risks and informs the CEO of identified risks or potential liabilities and recommends action, where appropriate
- Collaborate with board committees on financial planning and risk management.
- Provide general oversight to the Human Resources team.
- Cultivate a culture of communication and foster alignment with the Payroll and Finance team.
- Review program staffing requests to ensure alignment with budgets and funding.
- Align HR Policies, Procedures and Benefit Plans to organizational objectives.
- Provide General oversight to the Information Technology (IT) team.
- Oversee the development and implementation of risk management, data confidentiality safeguards, and handling of electronic information policies.
- Align IT strategy to organizational objectives.
- Knowledge and experience in providing oversight of all aspects of property and facilities management including purchase and lease arrangements, preventative and routine maintenance, grounds, building and fleet management and maintenance.
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Qualifications and Experience Required

- Seven or more years in a senior leadership role in the not-for-profit sector.
- A university degree in a related/applicable discipline. An MBA, or equivalent experience is considered an asset.
- Experience in developing staff and working with performance management processes and systems.
- Chartered Professional Accountant (CPA) designation, active and in good standing.
- Superior hands-on knowledge of finance operations and principles in the not-for-profit sector.
- Strong working knowledge of industry regulations and legal guidelines.
- Experience leading annual departmental and/or organizational budget planning processes.
- Strong analytical and problem-solving skills across functional areas of an organization.
- Strong organizational and time management skills with attention to detail.
- Excellent interpersonal and communication skills, both written and verbal.
- Advanced Microsoft Office (Word, Excel, PowerPoint, Access) skills.
- Ability to manage multiple priorities and meet deadlines.
- Leadership and decision-making skills, as well as the ability to work collaboratively in a team..A commitment to equity, diversity and inclusion, and a sensitivity to the barriers and challenges faced by equity-deserving communities.
- A working knowledge of the operations of Human Resources and Information Technology (IT)..
- Have successfully built, developed, mentored, and managed multi-functional teams.
- Proven track record of success leading and facilitating progressive organizational change and development within an organization.

Working Conditions

Hours of Work - Regular hours for 35 hours per week, and flexible between 8:30AM to 8:00PM. Some evening and weekend work will be required as decided by requirements.

Location - This position will be located within any of TNO's service locations based on community and program requirements. Locations for this position may be added or moved to new addresses in the future according to the community and program requirements.

Hiring Conditions

Vaccination Requirement – 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.

Screening - As a condition of employment, the successful applicant must complete a Vulnerable Sector Screening.

Benefits:

- Extended Health Care
- Health Spending Account
- Professional Development Support
- Employee Assistance Program (EAP)
- Travel Insurance
- Life Insurance and Long-Term Disability
- Registered Retirement Savings Plan (RRSP)
- Social activities organized by the organization
- Public transportation nearby

Application Process: Please submit your resume through to recruitment@tno-toronto.org with the subject line “**Application for Director of Operations**”. We thank all applicants for their interest, but only those selected for further consideration will be contacted.

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