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## **Operations Manager**

### **Job Description**

All job descriptions are subject to change, to be responsive to the evolving needs of military and veteran families, the military community and MFRC and Shearwater Children's Centre operational priorities. Family engagement is the cornerstone of the H&R MFRC; as such, employees are expected to be flexible in their roles to support families and operational tempo.

Operations Manager is responsible for the implementation and documentation of Human Resources practices and processes that align with policy. Oversight of business finances and operational activities, ensuring accuracy and thoroughness to a high-quality standard. Promoting a positive workplace environment by facilitating employee collaboration. Requires strategic and critical thinking skills to support day-to-day operations, ensuring the organization runs harmoniously.

Utilises self-management, initiative, resourcefulness, and self-direction to achieve day-to-day objectives, and annual commitments for business continuity and in support of the Executive Director. Work is conducted from both the Halifax & Shearwater locations, on site.

#### **Human Resources**

- Adherence to NS Labour Code & Human Rights legislation.
- Adherence to provincial legislation and legal rules to identify and mitigate risk.
- Develop/revise policies in collaboration with the Executive Director, track amendments; remain current on best/leading practices
- Support SCC Director with HR and finance policies, track amendments
- Recruitment to end of employment processes implementation and documentation that aligns with policies, maintain accurate personnel files, provide guidance to supervisors for consistent implementation and quality control
- Administer job posting accounts, leave management system/professional development tracking
- Supervise MFRC finance position
- Back up to supervisor positions, if required

#### **Financial Oversight**

- Adherence to MFS Memorandum of Understanding (MOU) and Operations Manual, Base/Wing Service Level Agreement (SLA) and Department of Education & Early Childhood Development Terms & Conditions, for funding eligibility, allocation and reporting requirements
- Collaboration with the accounting firm to ensure cohesive and seamless financial operations, funding agreements and reports
- Collaborate with SCC Finance clerk, Director for seamless financial operations
- Collaborate to prepare and oversee the annual budgets

- Adhere to H&R MFRC financial SOP's, support employee training to optimize effectiveness and ensure financial safeguards are implemented
- Act as a resource to supervisors; support problem-solving for financial processes and budgets, for effective decision-making.
- Review monthly financial statements with the accounting firm, ED and SCC Director
- Assist in the preparation of the MFS annual funding application, Service Level Agreements/funding.
- Various administrative tasks such as POC for banking, auditor, insurance, employee benefits providers/programs, employment assistance program, DocuSign, Contracts etc.
- Remain current on accounting principles and systems (i.e., QuickBooks Online, Advance Excel); identify opportunities for operational efficiency.
- Ensure all administrative requirements are complete and up to date including accurate personnel and financial filing, adherence to monthly and annual deadlines (i.e. MFS Submission Matrix); retain info in accordance with MOU's, funding agreements and security requirements.
- Monitor the organization's financial health; provide progress updates; forward thinking for funding requirements and accountability to outcomes.
- Prepare and assist with the tri-annual MFS Compliance and Assurance Audit.

### **Operational Support**

- Support monthly Board meeting requirements and annual commitments.
- Contribute to organizational planning.
- Build effective working relationships with CAF partners, local and national.
- Build capacity in employees to support effective use/allocation of resources (HR, financial, time/energy), that aligns with our Mission, by coaching and education, promoting collaboration, feedback, and identifying learning needs.
- Prepare various reports, briefings, and presentations as required.
- Special projects or initiatives as identified by the Executive Director
- Communicate discrepancies, concerns, or breach of policies/FIN SOP's immediately to the Executive Director.

### **Organizational requirements:**

- Adherence to H&R MFRC Mission, Vision, Values, Annual Service Plan (funding application) priorities, and organizational execution plan.
- Adherence to Military and Veteran Family Services Strategic Framework for service delivery requirements, funding, and outcomes.
- Ensure confidentiality of employees, families, and volunteers including maintenance and use of database information in accordance with the MFRC Privacy Code.
- Adherence to organizational policies and standards that govern how services are implemented.
- Apply a lens of Diversity, Equity, and Inclusion in the execution of responsibilities.

- Ensure all administrative requirements are complete and up to date, including contact information records/database, statistics with information retained on file in accordance with security requirements.
- Listen and respond to employees, addressing inquiries or concerns, and ensure the Executive Director is advised of any issues that may negatively or positively reflect on the MFRC.
- Enhance professional expertise i.e., membership in professional associations, participate on working groups, committees, and professional development.
- Participate in organizational evaluation and data collection.
- Make effective use of resources (HR, Financial and material).
- Deliver organizational briefings as required.
- Show up to contribute to a positive workplace.
- Other duties as assigned.

### Organizational Competencies

- **Accountability:** Taking responsibility for one's actions and ideas. Using skills effectively to achieve outcomes, including following through on commitments, implementing decisions and learning from mistakes
- **Adaptability:** Willingness to change approach, behaviour or strategy as needed to adjust to an evolving work environment/demands or priorities.
- **Communication:** Ability to share or exchange information and understanding between people and groups in an effective and professional manner.
- **Conflict Resolution:** Facilitating the prevention, management and/or resolution of conflict.
- **Continuous Improvement & Growth Mindset:** Process of analyzing performance, identify opportunities and making incremental changes and advancements. A belief that a person can improve their skills and abilities through effort and persistence.
- **Engagement & Relationships with Others:** Seeks strategic partnerships and maintains working relationships and/or networks of contacts to further the organization's mission. Strengthening relationships within teams; recognizing and cultivating strategic linkages between groups.
- **Ethics:** Supporting the mission and values of the organization by adhering to ethical values and principles to guide behaviour.
- **Family Support & Client Care:** Supporting Families and Clients using different approaches and services
- **Inclusion, Belonging & Diversity:** Ability to understand and respect the practices, customs and values of other individuals and cultures. The ability to work effectively with diverse backgrounds and circumstances.
- **Military & Veteran Lifestyle:** Ability to recognize and understand the difference in people's experiences and use that understanding to build relationships.

- **Self-Awareness & Personal Impact:** Recognizing one's own strengths and weaknesses and taking responsibility for one's actions.

### Conditions of Employment

- Adhere to the H&R MFRC Human Resource policies and all other program or organizational policies, including our Workplace Culture Statement.
- Ability to work in fast paced, ever-changing environment that is responsive to community needs.
- Willingness to work outside of typical working hours, including evenings and weekends.
- Work at both Halifax & Shearwater sites as well as off-site locations
- Meet physical demands for event/activity set up or long periods of standing; able to lift up to 30lbs.
- Child Abuse Registry, Criminal Records Check, Vulnerable Sector Check, and Enhanced Reliability Clearance are required.
- May require First Aid & CPR Certification.
- A valid NS driver's license, willingness to acquire 404 license.

**Note:** This job description is subject to additions, deletions and other changes that may arise out of operational requirements, funding adjustments, program enhancements or changes in organizational structure.

I have reviewed and have been provided a copy of the above job description.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_