



Operations Manager – Social Change

About Canada Bridges:

Bridges between communities. Bridges between cultures. Bridges between people. We believe that positive social change begins with human to human relationships. Bridges Social Development's (Canada Bridges) approach is aimed at unveiling the leadership potential of youth and young adults aged 16-30, by connecting with, and supporting them to achieve their goals for creating change in their communities. We believe that youth and young adults offer the greatest hope for positive change in our world today – and that all youth have potential and strengths but that they are sometimes hidden, due to systemic circumstances.

Our approach includes both working closely with youth and young adults to assist them in recognizing their potential as leaders, as well as working closely with community partners, to change systems that perpetuate barriers for youth. Currently we are being invited to work predominantly within Indigenous, refugee, and immigrant communities in Calgary and throughout Treaty 7. Canada Bridges is a registered non-profit organization, with a small paid staff and consultant team, and a broad network of volunteer facilitators, community champions, and partners who all contribute to the work of unveiling youth potential in the communities we work with.

About the Opportunity:

The Operations Manager reports directly to the Executive Director. This is a new senior level position within the organization and s/he will play a collaborative role in developing and implementing systems that increase the effectiveness of our work and support our ability to grow and deepen our impact. This is an opportunity for a motivated and detail-oriented, people-focused, individual, who wants to gain a broad set of experiences relevant to leadership of social change. The successful candidate will be a hands-on and participative manager, ideally with a passion for supporting early-career individuals, and will lead the development of internal supports and processes in the following areas: Learning and Evaluation; Donor Relations; Volunteer Engagement and Human Resources; Communications, Administration, and Infrastructure.

Learning and Evaluation (~25% of role)

As an adaptive social change organization, learning is at the centre of our approach. While all staff are responsible for integrating learning and evaluation into their work, the Operations Manager will be responsible for:

- Developing, managing and improving organizational processes for evaluation and learning capture in collaboration with the Executive Director and Program Staff;
- Ensuring that appropriate and necessary information is captured correctly by Program Staff;
- Coordinating use of data analysis tools and supporting Program Staff in analyzing and reflecting on the information collected;
- Compiling and managing evaluation information and learning across initiatives and programs;
- Encouraging a culture of learning and curiosity throughout the team.



Donor Relations (~25% of role)

Building from relationships is at the heart of our work and one of our core values. The Operations manager will work with the Executive Director and Program Staff to build and strengthen relationships with funding partners who enable and support our work. Specifically, the Operations Manager will be responsible for:

- Developing and administering donor management systems, donor recognition strategies and stewardship plans;
- Tracking and supporting creation of inspiring proposals and reports for all foundation and corporate fundraising, that effectively communicate our impact on community and youth development;
- Conducting research and prospecting of new potential donors;
- Engaging current and potential donors with our work through sharing impactful and inspiring stories of Bridges youth, partners and community impact.

Volunteer Engagement and Human Resources (~20% of role)

We care about people and their potential. With a young and vibrant team, we look for the Operations Manager to find creative and innovative ways to manage and support our human resources including:

- Further enhancing professional development, performance management, time tracking, and human resource support processes and policies;
- Actively engaging and energizing volunteers, board members, event committees, and community members in our work and network;
- Managing candidate and application communications, including responding to inquiries, scheduling interviews, and other recruitment activities for both staff and volunteers;
- Establishing and administering a comprehensive on-boarding and training approach to educate employees and volunteers regarding staff tools, policies, and procedures.

Communications, Administration, and Infrastructure (~20 % of role)

In order to be responsive to youth goals and community priorities, we require flexible and adaptive systems that enable effective communication, and responsible management of resources. The operations manager will:

- Serve as first point of contact, managing organizational mail, email, website and social media accounts;
- Maintain, administer and train others on effective use of IT platforms and systems, including Office 365, WordPress, Insightly, MailChimp, Survey Monkey, Receipt Bank, etc.;
- Organize and manage digital and physical information filing systems;
- Support financial management practices and processes including working with the executive team to build and align budgets with development plans, and carry out monthly expense approvals;
- Oversee administrative functions including scheduling, logistics, team event planning, and management of resources, supplies, and equipment to ensure efficient and quality operations.



Other creative elements based on personal interest

As we strive to unveil the potential of youth, we realize the importance of practicing and modelling that in all aspects of our work. It is our hope that each team member has a project or work area that is based on their own personal passion and which is developing themselves, and our collective work further. These projects are decided based on matching need with interest through conversation with the Executive Director.

Location: This position is based in Calgary, but requires some travel throughout Treaty 7, in particular to the Siksika and Stoney Nakoda Nations. Access to a vehicle and a valid class 5 driver's license is required. A valid class 4 driver's license is an additional asset.

Estimated Time Commitment: Full-time (approximately 40hrs/week). Requires flexibility and availability on occasional weekends and evenings.

Closing-date: January 26, 2018, or when suitable candidate is found. Applications to be reviewed on an on-going basis.

To Apply: Send your resume and cover letter to info@canadabridges.com with "Operations Manager" in the subject line. Make sure to include a cover letter explaining your personal interest in the work of Canada Bridges, and what skills and qualities you will bring to this position.

Canada Bridges is an equal opportunity employer. We welcome applications from all qualified candidates, including First Nations, Inuit and Metis persons; refugees and recent immigrants; persons with disabilities; members of sexual minority groups and all those who may contribute to the further diversification of ideas. We thank all candidates for their interest. Only those selected for an interview will be contacted. We regret that we are unable to accept telephone inquiries.