



Greater Ottawa

Habitat for Humanity®
Habitat pour l'humanité®

La Grande Région d'Ottawa

Director of Operations & Communications Job Posting

This position offers an exceptional opportunity to develop professionally and contribute meaningfully to an organization with a recognizable, trusted brand and solid reputation. The Director of Operations & Communications works closely with the CEO to scale the organization and increase the number of families served per year, and is a dynamic and highly motivated member of Habitat for Humanity Greater Ottawa (Habitat GO)'s leadership team.

As part of a growing, supportive and extremely collaborative team, the Director of Operations & Communications will believe in Habitat GO's vision of a world where everyone has a decent place to call home and be able to inspire others to successfully pursue our mission and expand our programs.

PRIMARY FUNCTION

The Director of Operations & Communications responsible for leading Habitat GO's communication program, as well as and managing the work of the build, family services and volunteer departments. They will foster a positive, high-performance culture while inspiring and driving growth and productivity.

REPORTS TO: Chief Executive Officer

RESPONSIBILITIES:

1. Operational Leadership

- In collaboration with the CEO, develop and execute an annual Operating Plan
- Oversee daily operations of the organization and the work of office staff
- Brief CEO regularly on matters of interest
- Oversee the design, marketing, promotion, delivery and quality of programs and services including house builds, community outreach, family selection and partnering and volunteer management
- In collaboration with the Director of Development, provide leadership to the Women Build Committee and the Women Build Program as well as other theme builds
- In collaboration with the CEO and Director of Development, oversee the development and growth of a fundraising program to support the organization's requirements
- Ensure the strengths of the organization are built upon, the weakness identified and corrected, and the successes celebrated;
- Provide creative, strategic leadership in program development, management and delivery
- Establish a clearly defined and effective course of action for self and others to accomplish short-term and long-term work goals

2. Human Resources

- Provide leadership and manage staff in the build, family services and volunteer departments (currently a total of four people)
- Ensure a collaborative team approach to planning and program delivery
- Ensure that personnel policies and directives complement the goals of Habitat GO and are applied fairly and consistently
- Ensure that tools and processes for effective staff performance appraisal are in place and working effectively
- Hold regular Habitat GO group and one-on-one meetings with staff members who have a direct reporting relationship

3. Communications and Marketing

- Develop and execute strategic communication plans
- Develop and nurture sustainable long-term relationships that will result in higher levels of participation in all forms of Habitat GO fundraising
- In conjunction with the CEO, represent the Affiliate at networking functions, trade shows, fundraising events and make presentations as required
- Research, create and manage the content of Habitat GO's website and social media, ensuring the content is current and consistent with the integrated communications strategy in collaboration with the Marketing and Development Manager
- Write and distribute media advisories, news releases and Public Service Announcements
- Coordinate media inquiries
- Create or oversee creation of all print and multimedia materials used for promotion of Habitat GO and its ReStores, based on the Communications plan
- Maintain regular contact with our key media partners, conduct media monitoring, seek media presence for Affiliate events and arrange speaking opportunities for the CEO
- Oversee and guide the Marketing and Communications and other committees at the discretion of the Director of Operations and Communications

QUALIFICATIONS:

The Director of Operations and Communications is a mission-focused, seasoned, strategic, and process-minded leader with experience scaling an organization, leading staff, and developing a performance culture among a group of diverse individuals. They are a leader who is able to help others deliver measurable results that make Habitat GO's vision a reality. Importantly, the successful Director of Operations and Communications will have the skills, sensitivity, and personal confidence to tap into the power that each member of the team brings to this mission. The following competencies are required:

- Minimum of three years relevant progressive experience in communications and project management, preferably in a not-for-profit organization
- Ability to organize and manage a diverse range of assignments and projects with high efficiency, attention to detail and analytical skills
- Excellent communications skills, both oral and written in English (French would be an asset) and strong interpersonal skills with the ability to work as part of a team or independently with minimum supervision
- Excellent computer skills in Microsoft Office Suite, Adobe InDesign, WordPress, social media applications. Proficiency with Raiser's Edge would be considered an asset
- Ability to maintain a flexible schedule, including some evenings and weekends, and access to vehicle

This full-time position offers a competitive salary that will be commensurate with experience and a comprehensive benefits program. Please submit a cover letter and resume to admin@habitatgo.com by January 29, 2018.