



**Director of Operations
Job Posting
Salary Range \$95,000 - \$120,000 (CDN)**

On behalf of our client, Battered Women's Support Services (BWSS), Chemistry Consulting Group is proud to lead the search for an experienced and collaborative operational leader as **Director of Operations**.

BWSS believes safety changes everything. Since 1979, BWSS has been on the frontlines with survivors of gender-based violence, providing crisis support, building systemic change, and insisting that survivors' voices shape the future. The BWSS team is collaborative and grounded in intersectional feminist, decolonial, and anti-oppression practice.

POSITION OVERVIEW

The Director of Operations is responsible for the leadership, coordination, and continuous improvement of BWSS's operational systems, infrastructure, and organizational processes. Working closely with the Executive Director and leadership team, the role ensures that administrative, financial, human resources, communications, and fundraising operations are aligned to support the organization's mission, strategic priorities, and long-term sustainability.

JOB RESPONSIBILITIES

Operations & Infrastructure

- Oversees day-to-day operational systems and administrative functions across multiple sites
- Leads operational planning and implementation to support organizational priorities
- Manages facilities, leases, equipment, and vendor relationships
- Coordinates information technology systems, software platforms, and external service providers
- Develops and improves organizational policies, processes, workflows, and documentation systems
- Ensures privacy, risk management, safety, and operational compliance systems are maintained
- Monitors organizational performance and operational accountability measures
- Oversees cross-organizational project planning and implementation processes to support timely execution of strategic priorities

Communications & Public Engagement Systems

- Provides leadership and oversight to BWSS's communications, public engagement, and marketing functions
- Oversees communications workflows, content calendars, website updates, social media systems, newsletters, and donor communications
- Coordinates communications-related projects and production activities to ensure consistency, quality, and alignment with organizational priorities

- Supports media relations, public engagement activities, and communications logistics as required
- Monitors communications performance, reporting, and analytics to support continuous improvement and organizational impact
- Promotes effective internal communication systems and collaboration across departments
- Supports the planning, coordination, and implementation of communications campaigns and public awareness initiatives in collaboration with the Executive Director, ensuring consistency with BWSS strategic priorities and organizational messaging

Grant Administration & Funding Coordination

- Coordinates grant application processes, reporting schedules, compliance requirements, and organizational funding calendars
- Works with program leaders to develop and submit grant proposals, budgets, work plans, and evaluation frameworks
- Supports funder stewardship activities and ensures timely completion of reporting obligations
- Maintains systems to track funding opportunities, deliverables, outcomes, and organizational commitments

HR & Organizational Systems

- Oversees recruitment, onboarding, and employee lifecycle processes
- Supports performance management and employee development practices
- Coordinates labour relations activities and collective agreement administration
- Supports workplace investigations, conflict resolution, and employee relations matters as required
- Maintains HR policies, procedures, and documentation systems
- Supports leadership in workforce planning and organizational development initiatives
- Coordinates relationships with HR, labour relations, and legal counsel as required to support organizational compliance and employee relations matters

Leadership & Organizational Contribution

- Participates as a member of the BWSS Leadership Team
- Provides leadership, coaching, support, and accountability to direct reports
- Supports organizational planning, goal setting, and implementation
- Promotes collaboration and communication across departments
- Contributes to organizational culture, staff engagement, and continuous improvement
- Supports change management and implementation of organizational initiatives
- Supports preparation of operational reports, dashboards, and materials for Board committees and Board meetings
- Coordinates organizational planning and reporting processes to support governance and accountability requirements

Finance Administration Oversight

- Provides leadership and oversight to finance administration systems, including payroll, bookkeeping, accounts payable/receivable, financial reporting timelines, audit preparation, funder reporting coordination, and compliance-related workflows
- Oversees the Manager of Finance in maintaining effective financial systems, processes, documentation, and internal controls
- Works with the Executive Director and Finance to ensure financial administration activities are aligned with organizational priorities, funder obligations, and governance requirements

Fundraising Coordination

- Provides oversight and support to fundraising operations, donor engagement systems, campaign implementation, and fundraising communications
- Supports accountability, coordination, and continuous improvement of fundraising processes and initiatives

Direct Reports

- Manager of Finance
- Communications staff/contractors
- Fundraising contractors/team
- Administrative/operations staff

Works Closely With

- Executive Director regarding organizational priorities, strategic communications, fundraising strategy, government relations, and Board reporting
- Director of Clinical Practice & Direct Services regarding HR systems, workforce planning, and operational support for frontline services
- Director of Social Enterprise regarding enterprise operations, communications coordination, and organizational systems integration

Qualifications & Experience

- Minimum 7-10 years of progressive leadership experience in operations, administration, human resources, nonprofit management, or a related field
- Demonstrated experience applying intersectional feminist leadership principles in organizational leadership, including a commitment to anti-oppression, decolonizing, and trauma and violence-informed approaches that promote justice, equity, accountability, and survivor-centred practice
- Experience leading multidisciplinary teams within a complex organization
- Experience working within unionized environments preferred
- Experience overseeing operational systems, organizational infrastructure, and administrative functions

- Experience supporting finance administration, budgeting processes, and organizational compliance
- Experience leading organizational change, process improvement, or systems implementation initiatives
- Strong understanding of human resources and labour relations practices
- Excellent organizational, communication, facilitation, and relationship-building skills
- Demonstrated ability to manage competing priorities in a fast-paced environment
- Commitment to working within a decolonizing, intersectional feminist, anti-oppression framework

WHAT WE OFFER

Work Structure

- Office-based
- Monday to Friday, 9:00 a.m. – 5:00 p.m.
- 32 or 40 hours per week (negotiable)
- Occasional evenings and weekends may be required

Benefits

- Extended health benefits
- Paid statutory holidays and sick leave
- Supported training and professional development
- A workplace that values your critical thinking, independence, and your voice

BWSS is committed to fostering a diverse, equitable, and inclusive workplace and encourages applications from all qualified individuals. BWSS provides accommodations for employees with disabilities to support their success in recruitment and employment.

TO APPLY

To apply, please email your cover letter and resume to hr@chemistryconsulting.ca with **Director of Operations** in the subject line.

We appreciate all who apply, however, only those who qualify will be contacted. No phone calls please.