

Function/Team:	Mary's Meals Canada, Operations
Reporting to:	Executive Director
Contract type:	Full-Time Permanent

Working at Mary's Meals Canada:

Our mission, vision, and values are at the very heart of everything we do here at Mary's Meals and working for Mary's Meals Canada is so much more than a career opportunity, we offer the opportunity to support our global movement in a dynamic, flexible and inclusive environment with a focus on personal and professional development. We believe in the innate goodness of people, respect the dignity of every human being and family life and believe in good stewardship of the resources entrusted to us. In line with our values, Mary's Meals is fully committed to a culture of safeguarding.

Mary's Meals Canada is a National Affiliate organization within the Mary's Meals Network that raises vital funds and awareness of our mission. Our ambassadors in their communities across Canada play a key role in supporting grassroots fundraising initiatives, helping us raise the essential funds needed to provide over 3 million children with a nutritious school meal every day.

Role purpose:

Reporting to the Executive Director and serving as a senior leader on the Canadian leadership team, the Director of Operations is Mary's Meals Canada's operational expert and people leader.

They are responsible for developing and implementing the strategic vision and leading the execution of the operational strategy, ensuring excellence in systems, compliance, finance, HR, IT, and administration. They will focus on increasing efficiencies, reducing costs, and ensuring the smooth functioning of all operational areas.

They are responsible for leading and managing Mary's Meals Canada's operations, ensuring that all systems, policies, and processes support organizational growth and sustainability. This includes oversight of finance through Amplify and administrative support, HR, CRM and data systems, IT, legal compliance, governance, risk management, and events, as well as driving operational efficiency, building the infrastructure required for future growth, and ensuring organizational effectiveness across all functions, including annual audit oversight.

Key responsibilities & activities:

Strategy and Reporting

- Work as a strategic partner as part of the senior leadership team.
- Collaborate with the Executive Director to develop and implement the MMC organizational strategy and operations within the approved financial plan and budget.
- Monitor and report on progress against operational strategies and respond to a changing environment and opportunities that arise.
- Develop and implement appropriate business systems and processes in support of the strategic plan.
- Advise the Executive Director on team and functional performance as required.
- Troubleshoot and develop strategies to address organizational challenges.

- Oversee the development and implementation of organizational policies and procedures to ensure compliance, consistency, and alignment with MMC's mission and values.
- Ensure risk management, compliance, and governance frameworks are in place and adhered to.
- Oversee the design and implementation of robust operational KPIs, dashboards, and performance measurement tools to track organizational effectiveness.
- Ensure business continuity planning and risk management frameworks are in place and regularly updated.
- Develop long-range infrastructure and resource planning to support strategic growth.

People & Program Leadership

- Recruit and induct skilled and experienced staff aligned to the vision, mission, and values.
- Embed the annual PDR process and champion the Mary's Meals 7S competency model to ensure people know what is expected of them.
- Develop and implement a learning and development plan for staff.
- Lead and develop a high-performance team across operations and administration.
- Ensure PDRs are in place for all direct reports.
- Provide coaching, mentoring, support, and guidance to team.
- Oversee HR function, including staff contracts, payroll, onboarding, and workplace policies.
- Ensure compliance with employment law and occupational health and safety standards.
- Foster a culture of accountability, efficiency, and continuous improvement across all operational teams.
- Implement frameworks for talent development and succession planning within operations.
- Ensure effective collaboration across departments to align operational support with fundraising, communications, and program delivery.
- Lead and execute organizational events in collaboration with Fundraising and Communications, ensuring operational excellence, cost-effectiveness, and alignment with MMC's mission and strategy.
- Oversee vendor, contractor, and partner relationships for efficiency and value.

Financial & Operational Leadership

- Oversee Administrator, Operations to ensure all operations, processes, database and content management and financial software are managed and executed with excellence.
- Manage the relationship with Amplify, MMC's external bookkeeping partner, to ensure governance, compliance with due diligence for grants, and adherence to financial regulations.
- Oversee the Administrator, Operations, who supports finance tasks such as banking, processing invoices, expense tracking, and financial recordkeeping.
- Oversee CRM and database management systems to ensure data integrity, accessibility, and alignment with organizational needs.
- Oversee the annual external audit process, including coordination with Amplify, auditors, and internal staff to ensure timely completion and implementation of recommendations.
- Provide operational and compliance reporting to the Board of Directors and its committees, ensuring transparency and accountability.
- Drive continuous improvement of internal systems, workflows, and financial processes
- Lead operational planning, budget preparation, and performance measurement frameworks.
- Manage contracts, leases, insurance, and vendor/partner relationships to maximize value for MMC.
- Oversee event-related vendor, contractor, and partner relationships to ensure quality, transparency, and responsible stewardship of resources.

- Oversee procurement processes to ensure transparency, responsible stewardship of resources, and alignment with organizational policies.
- Oversee data governance and IT systems to ensure security, accuracy, and compliance with privacy laws.
- Ensure all compliance requirements are met with CRA charity regulations, provincial nonprofit laws, and international partner agreements.

Essential skills & experience required for this role:

- Proven track record of success in a role requiring extensive mentoring, team building, and leadership development with a results focus.
- Experience of negotiating and influencing at a strategic level, and building relationships and partnerships.
- Demonstrated organizational, interpersonal, listening, creative problem solving, and strong communication/presentation skills.
- Analytical and strategic planning skills along with a demonstrated capability in managing teams and capacity building.
- Demonstrated ability to consistently make good decisions through analysis, wisdom, and judgment.
- Significant experience at senior management level, including managing finance (via external partners) and operations functions.
- Ability to effectively lead and manage continuity, change, and transition.
- Strong computer skills, including familiarity with Financial Software packages, Microsoft Word and Excel, Raisers Edge, QuickBooks, Salesforce, E-Tapestry, Sage.
- Demonstrated ability to build and optimize operational systems and infrastructure.
- Strong background in compliance, risk management, and governance.
- Proven success in financial stewardship, including budget management, forecasting, and resource allocation.
- Skilled in change management and organizational transformation.

Desirable skills & experience required for this role:

- Experience of leading a people function in a growing organization.
- Experience of working in a charity/international development sector.
- Ability to work effectively with cultural sensitivity, and with a wide range of people in different countries, cultures, and settings.
- Experience with digital transformation and data system migration (e.g., Salesforce, donor platforms, financial software).
- Knowledge of nonprofit governance frameworks and board reporting.
- Experience in contract negotiation and vendor management.

Qualifications:

- University/College degree (or equivalent) in Operations Management, Project Management, or Business Administration.
 - 10+ years in leadership with a focus on operations, finance oversight, compliance, and administration.
 - Project management certification (PMP or similar) is an asset.
 - HR, governance, or risk management training/certifications are an asset.
-

Additional information:

As our organization evolves and grows, your job description may need to be reviewed and if appropriate, changed. These changes may be initiated by you or your manager but always in consultation with you and your job description may also be reviewed as part of your annual PDR process.

All employees are expected to undertake the following general duties:

- Work within the framework of the Mary's Meals mission, vision and values.
- Work towards achieving department strategy, operational plans and objectives.
- Ensure familiarity with and adhere to all MM policies and procedures.
- Undertake and apply learning from appropriate training and development programs.
- You may be required to travel to countries where Mary's Meals operates.
- Understand and uphold the standards outlined in MM's Safeguarding Policy, acting with due care and attention to safeguard anyone that meets our work.
- Demonstrate behaviors that promote a safe culture and raise any safeguarding concerns immediately.

Mary's Meals 7S Leadership Competencies:

As a leader within Mary's Meals International, you have a responsibility to approach your role in line with our 7S competency model.

Self	<ul style="list-style-type: none">• I build and demonstrate resilience.• I lead by example.• I am authentic and true to Mary's Meals values.• I develop myself and set stretching goals
Service	<ul style="list-style-type: none">• I have a vocational attitude to my work.• I inspire hope in others.• I build belief that even difficult challenges can be solved.• I am committed to serving and enabling all who want to be part of the global movement.• I work to ensure our future will be even better than our past
Simplicity	<ul style="list-style-type: none">• I communicate effectively.• I follow clear decision-making criteria.• I create plans that are easy to follow and contribute to organizational goals.• I embrace inclusivity and diversity.• I focus on delivering results
Stewardship	<ul style="list-style-type: none">• I pay attention to the things that matter most – our physical resources, our people.• I nurture, develop and respect our relationships with external stakeholders.• I deliver on my promises.• I am happy to be held accountable and to hold others to account
Strategy	<ul style="list-style-type: none">• I have a point of view about the future.• I know our stakeholders and see our priorities clearly.• I help others to work in ways that have the greatest impact.• I develop strategy and translate it into action
Strengthen	<ul style="list-style-type: none">• I create a positive work environment.• I increase the capabilities of my team.• I help people manage their careers.• I find and develop next-generation talent
Success	<ul style="list-style-type: none">• I ensure my team is technically competent and always developing.• I build high performing teams.• I ensure accountability.• I am a catalyst for change