

Manager, Operations

About the Belonging Network:

For almost 50 years, the Belonging Network has provided groundbreaking programs for families, children, and youth. We believe that everyone needs to belong. We're working for a world where every child and youth has the love, stability, and support they need to reach their fullest potential.

The Belonging Network helps find families for the hundreds of children and youth in BC who are waiting for a permanent home. We provide education, support and connection for BC's adoption and permanency community, which includes prospective and waiting adoptive parents, adoptive families, and families providing other forms of love and stability (such as guardianship, relatives raising relatives, and Indigenous customary forms of care). We support thousands of young people aging out of government care and navigating early adulthood.

About the role:

Reporting to the Director, Operations, the Manager, Operations is responsible for the day-to-day functioning of key aspects of the organization's Finance, IT, and Administration systems, including HR administration and office management. They provide administrative (governance) support to the Executive Director and Board and supervise the Administrative, Accounting & Payroll Clerk, while working collaboratively with the IT team.

This is a full-time position working 5 days/week (35 hours), and based in the Lower Mainland. The Manager will work mostly from a home office, with some regular attendance (at least weekly) required at our downtown Vancouver office.

Major duties and responsibilities:

Main accountabilities:

Financial Management

- Assists with the development and implementation of financial controls.
- Ensures expenses are coded as per the annual budget.
- Conducts bank reconciliations..
- Assists Administrative, Finance and Payroll Clerk during busy financial cycles.
- Assists the Director, Operations as required.

Information Technology Management

- Oversees organizational technology infrastructure with the Senior Coordinator Technology Systems, ensuring a reliable and secure system.
- Implements measures to ensure the privacy and security of data, with the Senior Coordinator, Technology Systems, as directed by the Director, Operations (who is the Privacy Officer).
- Creates, implements, and monitors internal databases and IT procedures with the Senior Coordinator, Technology Systems.

- Assists in negotiating contracts with vendors for IT services, equipment, and IT components for major events.
- Manages relationships with third-party IT service providers.
- Reviews and updates IT policies and procedures,
- Assesses IT needs and areas for improvement, recommending and implementing changes. This includes staff technology training.
- Oversees the hardware and software inventory for the organization and approves purchases within budget.

Administration

- Oversees the management of the physical office, including communications with the landlord.
- Maintains and updates the organization's Policies and Procedures manual, preparing revisions for Board approval and subsequent communication to staff and stakeholders.
- Identifies, recommends, and implements improvements to administrative policies and procedures.
- Maintains organizational files, including contracts.
- Maintains Accreditation records and provides administrative support to the organization's re-accreditation process (every 4 years).

HR Administration

- Maintains the HRIS, ensuring all documentation is current, and providing payroll backup as needed.
- Oversees the administrative onboarding of new employees, including the criminal record check process
- Handles employee benefits registration and management of milestone benefits.
- Assists with employee recruitment (job postings and responses) as required.
- Assists with a variety of HR reports, including compensation reports and reviews, benefit reviews, staff satisfaction surveys, and workforce analyses.
- Ensures volunteer procedures are followed by performing periodic audits of information.

Governance Support

- Organizes, attends, and records minutes of Board and Committee meetings.
- Maintains and updates Board records, including Governance Checklist.
- Handles administrative onboarding of new Board members, including criminal record checks and other documentation
- Handles membership administration.

Other

- Manages/participates in special projects.

Qualifications & skills:

- Minimum 4–5 years of experience in information technology, finance, human resources best practices, general office operations, and governance.
- A post-secondary education and/or a combination of education and experience.
- Strong communication skills, both verbal and written; ability to work collaboratively with individuals with varying levels of experience with finance and technology systems.
- Excellent organizational skills, including the capacity to coordinate multiple projects and initiatives, and prioritize effectively to work within deadlines and meet deliverables.
- Detail-oriented with proven prioritizing and problem-solving skills to be a collaborative team player.
- Experience in a non-profit or member-based organization is an asset.

Compensation:

Compensation will be based on a full-time salary of \$65,000 - \$70,000 per year to start, depending on qualifications. The Belonging Network's benefits include a home office allowance, a comprehensive benefits package (we pay 100% of premiums), an RRSP matching program, 3 weeks of annual vacation, and support for ongoing professional development.

To apply:

Please email your cover letter and resume as one combined PDF document with "Manager, Operations" in the subject line to hiringcommittee@belongingnetwork.com. The closing date to receive applications for this position is May 30, 2025. Please note that only candidates being considered for the position will be contacted.

The Belonging Network is an equal-opportunity employer. We recruit, employ, train, compensate, and promote regardless of race, religion, colour, place of origin, sex, sexual orientation, disability, age, and any other protected ground under The BC Human Rights Code. All qualified applicants will be considered for employment.

Our head office is located on the ancestral, unceded lands of the səliłwətaʔt (Tsleil-Waututh), Sk̓wxwú7mesh Úxwumixw (Squamish), and xʷməθkʷəy̓əm (Musqueam) Nations. The Belonging Network is committed to listening, learning, and participating in truth and reconciliation.