



National Indigenous
Collaborative Housing Inc.

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National Autochtone Inc.

Position Title:	Director, Business Operations
Job Type/Location:	Full-time – Term Position/Work at a Distance across Canada
Salary Range:	\$ To Be Negotiated
Regular Weekly Hours:	35 hours per week (average); flexible
Created/Revised By:	J. Loucks
Created/Revised On:	August, 2023
Approved By:	NICHI Executive Committee

About NICHI:

The National Indigenous Collaborative Housing Inc. (NICHI) exists to uphold and advance housing as a human right for all Indigenous Peoples living in urban, rural, and northern communities from coast-to-coast-to-coast. NICHI is built on a principle of cooperation and coordination of expertise amongst members, partners, and stakeholders committed to ensuring that no Indigenous person gets left behind because of where they live. It will roll out a national Urban, Rural, Northern (URN) Indigenous Housing Strategy, bring together Indigenous-led housing providers and fill a gap as a national coordinating mechanism. NICHI will harness the extensive Indigenous housing expertise to co-design and co-deliver a national URN housing strategy, distribute resources to Indigenous housing projects and support wrap-around services. Its governance, management and operational structures will utilize the strengths exhibited by Indigenous service organizations.

Position Summary:

As a key member of the executive leadership team, the Director-Business Operations works closely with the Chief Executive Officer and is responsible to lead NICHI's overall, day-to-day internal business operations. In support of the organization's vision, mission and values, the individual in this role will participate in the strategic and business planning processes and align all internal business operations accordingly. Ensuring all aspects of the internal business operation function effectively and efficiently, the incumbent will develop and implement operational and administrative processes, standards and related procedures and report on business outcomes. As a confidential, highly organized and flexible professional dedicated to achieving positive business outcomes, the Director-Business Operations will lead and participate in organizational initiatives and projects, establish key business relations with stakeholders and the public and lead a team of professional staff.

Reporting:

This position reports to the Chief Executive Officer and regularly assists and supports the efforts of the Executive Committee and the NICHI Board of Directors as required/requested.

Responsibilities:

- Establishes operational business plans and related initiatives in alignment with the strategic direction of the organization; identifies and mitigates against risk and drives operational excellence; establishes key performance indicators/metrics; reports on progress against business plans and related outcomes.
- Directs the development and implementation of internal standards and processes relating to the day-to-day business operation which include but are not limited to: human resource management, financial management, internal technology-based applications, related integration and security.
- Establishes opportunities to develop organizational and operational efficiencies, improve processes and business outcomes.
- Works with finance to forecast and manage budgets and communicate internal financial policies and procedures; monitors financial performance including expenditures, expense accounts, and other monetary items.
- Oversees the administration and maintenance of all NICHI assets; establishes and maintains an up-to-date inventory record and requisition process.
- Ensures sound human resource related policies and procedures are established, documented and communicated; directs and/or participates in the recruitment, on-boarding, and performance management processes as required; leads a high-performing team and provides constructive feedback; maintains and secures confidential employee information.
- Leads the Regional Program Funding Advisors to provide key stakeholders with supportive services and advice.
- Co-ordinates and negotiates contractual agreements with external contractors/vendors/service providers and oversees terms, conditions and related outcomes.
- Establishes and arranges key meetings and events in support of the organization's direction; ensures all details are followed through on; measures and reports on outcomes of events/initiatives.
- Develops and delivers presentations and facilitates meetings as required.
- Oversees the corporate communication function, ensuring all messaging is consistent, accurate and timely; oversees and manages the administrative support function.
- Establishes and maintains positive business relations with stakeholders and the public; responds to inquiries and provides information as appropriate; maintains a database of key contacts/networks.
- Maintains a high level of professionalism, discretion, and confidentiality.

Requirements:

- Post-secondary degree in business or a related field of study.
- Related and successful experience in a similar role with a knowledge of a broad range of business operations, practices, and procedures, preferably in an Indigenous, non-profit or community development organization.

Knowledge, Skills and Abilities:

- 🌈 A deep understanding of the social, cultural, and economic challenges faced by Indigenous Peoples and communities, particularly in relation to housing.
- 🌈 Knowledge of Indigenous rights, policies, and frameworks related to housing and community development.
- 🌈 Demonstrated business acumen; solid understanding/knowledge of a broad range of internal business operations and related procedures (e.g., human resources, communications, financial management, funding processes/management); knowledge of government structure/departments.
- 🌈 Financial management expertise which includes budgeting, financial reporting.
- 🌈 Understanding of funding programs and related processes.
- 🌈 Human Resource management expertise which includes recruiting, developing, and retaining a high-performing staff complement, developing/administering policies, and adhering to legislation.
- 🌈 Proven communication and advocacy skills using multiple channels of communication with a variety of internal and external stakeholders; is articulate and can verbally communicate well with others; has excellent writing skills; listens well.
- 🌈 Presentation and facilitation skills (can make dynamic and impactful presentations and facilitate effective and efficient meetings and discussions).
- 🌈 Skilled in the use of computers e.g. MS Office (Word and Excel), databases, email, internet; is open to learn other internal systems as required.
- 🌈 Demonstrated time management skills; manages time and priorities effectively and efficiently and ensures deadlines are met.
- 🌈 Valid driver's license; satisfactory result from a CPIC/criminal background check.

Personal Attributes:

- 🌈 Interpersonal (is personable and approachable and can build relationships / network with ease; engages diverse/key stakeholders and is a passionate advocate of NICH and its mission, vision, values and strategic objectives; has empathy, humility, and demonstrates respect for diversity and inclusion; is non-judgmental and sensitive to individual and community members and their needs)
- 🌈 Strategic / Results Focused (is a strategic thinker who establishes sound business plans, initiatives and KPI's; monitors and achieves results in support of the organization's mission and vision and Indigenous Peoples; is creative and identifies opportunities to improve upon processes/ procedures to achieve quality outcomes)
- 🌈 Team Leadership (is a contributing member to the leadership team/Board and works to achieve common goals and objectives; shares information and keeps others well informed; inspires operational team members and ensures on-going communication; coaches for performance improvement and develops a focused, values-based culture)
- 🌈 Influencing with impact (influences others to adopt proposals by using if/then scenarios, facts, data, research and other means to achieve results)

- 🌟 Problem-solving/decision-making (reflects on/assesses and prepares for potential issues; can independently resolve issues and handle problems using sound judgement and decision-making; suspends judgement until all facts/data are known; mediates disputes or conflict situations and looks for the middle ground if possible)
- 🌟 Adaptable (is patient and flexible; can self-regulate and switch gears or be interrupted without becoming stressed or overwhelmed; can adapt quickly to urgent situations)
- 🌟 Detail oriented (oversees significant details associated with all business functions; ensures documents/ reports and other work performed and provided to the Board and stakeholders is complete and accurate)
- 🌟 Professionalism (understands and demonstrates the mission, vision, values of the organization; confidentiality is maintained; is ethical and demonstrates integrity/honesty and is respectful of others and trustworthy).

Working Conditions:

- 🌟 Flexible to work at a distance in a hybrid working environment that involves travel within Canada as well as working non-routine hours (e.g., working on evenings or weekends) if necessary
- 🌟 Extended periods of concentration
- 🌟 Interaction with the Executive, the NICHI Board, and the Indigenous housing community
- 🌟 Working with tight deadlines, specifically with regard to producing reports and other materials

Acknowledgement and Agreement:

The above description reflects the general details considered necessary to describe the principal functions and duties as required for proper evaluation of the job and will not be construed as a detailed description of all the work requirements that may be inherent in the job. Employees may perform other related duties and tasks as required to meet the needs of the operation.

I acknowledge that I have read, understand and accept the requirements as identified in the job description for the Director, Business Operations, National Indigenous Collaborative Housing Inc. (NICHI). I agree to perform all activities including those that may be assigned to me. I further understand and accept that failure to perform the duties as required may result in discipline up to and including termination of my employment with NICHI.

Employee (Print Name)

Date

Employee Signature

Chief Executive Officer Signature
(or assigned designate)

Date