



---

## Director of Operations

### Organizational Overview

Peterborough Housing Corporation owns and manages 1,044 units of senior, single and family units throughout the city and county providing a home to approximately 4,000 people. Our buildings range in age from a 100 years old recently fully renovated building, to units that are 50 years old and some that are newly built in the last four years. PHC is focused on ensuring that we remain an innovative high performing corporation within the communities we serve.

### Position Summary

Reporting to the CEO, the Director of Operations will provide direction and leadership to a highly effective team for the planning, development and implementation of all activities related to the housing corporation's real property assets and resident services. Your commitment is to ensure the successful delivery of all matters pertaining to the delivery of strategic priorities related to assets as outlined in the Strategic Plan. The Director is responsive to service demands and will drive continuous improvement, including the identification and measurement of key performance indicators. The incumbent will ensure client satisfaction in the delivery of resident services, efficient management of the entire housing portfolio and the integration of community resources. This position will ensure the provision of client services that will link housing and community with the goal of enhancing the client experience and providing effective problem-solving based solutions to complex issues.

The Director of Operations is an integral part of the Executive Leader's Team and performs a wide variety of complex senior management duties inclusive of direct leadership of both the asset management and resident services teams. Leading a team of management and unionized staff, the incumbent will manage large complex budgets, work in collaboration with staff, tenants, and act as a liaison between the asset management and resident services units, other departments, and external partners. In the absence of the CEO, the Director of Operations assumes their responsibilities by representing the organization in all official capacities.

### Main Responsibilities

- **Leadership and Direction:** The Director of Operations reports directly to the CEO and is tasked with providing strategic direction and leadership to a team responsible for real property assets and resident services. This involves overseeing planning, development, and implementation of activities related to the housing corporation's assets and services.
- **Strategic Priorities:** The Director of Operations is accountable for ensuring the successful delivery of strategic priorities outlined in the organization's Strategic Plan related to asset management and resident services.
- **Continuous Improvement:** Driving continuous improvement is a core responsibility, which includes identifying and measuring key performance indicators (KPIs) to enhance operational efficiency and effectiveness.



- 
- **Client Satisfaction:** Ensuring client satisfaction is crucial, particularly in the delivery of resident services. The Director of Operations is expected to integrate community resources and enhance the overall client experience through effective problem-solving.
  - **Senior Management Duties:** As a senior leader, the Director of Operations manages both asset management and resident services teams. This involves direct leadership of management and unionized staff, overseeing large complex budgets, and fostering collaboration among internal teams, tenants, and external partners.
  - **Representation and Liaison:** In the absence of the CEO, the Director of Operations assumes their responsibilities and represents the organization in all official capacities. This includes acting as a liaison between different departments and external stakeholders.
  - **Team Management:** The role requires effective management of a highly effective team, ensuring alignment with organizational goals and promoting a culture of excellence and accountability.
  - **Integration and Coordination:** Integrating housing and community resources is emphasized, highlighting the importance of aligning operational activities with broader community goals and needs.
  - **Strategic Thinking and Execution:** The Director of Operations must demonstrate strong strategic thinking abilities to align operational activities with long-term organizational objectives, ensuring sustainability and growth.
  - **On-Call Program Management:** Lead, manage, and participate in the on-call program for all of PHC's portfolio, ensuring an established communication channel and on-call program framework are defined, implementing training and preparedness to all staff, monitoring performance metrics for continuous program improvements, facilitating an environment of ongoing business continuity for the organization.

## Required Qualifications

- Post-secondary degree in Social Work, Facilities Management, Business Administration, or a recognized equivalent; or an appropriate combination of education and years of experience.
  - 8 years of progressive leadership experience in operations and management, preferably within a multi-stakeholder public sector environment, social housing or community development setting.
  - Demonstrated skills and experience in providing dynamic leadership, problem-solving beyond conventional methods, championing and facilitating change, and building confidence among peers, and the community.
  - Proven ability to manage short and long-term priorities and objectives with respect to budget development, financial management and control, and performance measurement.
  - Strong project management skills, with experience managing multiple projects from inception to implementation and evaluation, in a detail and deadline-oriented environment.
  - Experience in managing teams, supporting cross-functional collaboration, developing/mentoring staff, and setting clear objectives, preferably within a unionized environment.
  - Comprehensive knowledge and interpretation of the Residential Tenancies Act, construction law and the Ontario Building Code.
  - Excellent communication skills, presentation skills and report writing.
-



- 
- Intermediate-level proficiency in Microsoft Office applications, enterprise resource planning and database software applications.
  - Ability to travel as needed including possession of valid driver's license, current valid insurance, and access to a reliable vehicle.

### Application Information

<b>Salary Range:</b>	\$101,357.90 - \$140,774.80	<b>Classification:</b>	Non-Union Exempt
<b>Employment Status:</b>	Permanent, Full-time - 35 hours per week		
<b>Location:</b>	PHC Head Office, Peterborough	<b>Competition Number:</b>	06-2024

Qualified applicants are invited to submit one file containing a résumé and cover letter quoting file number **06-2024** on the file as well as in the subject line, no later than **4:00 p.m. on Tuesday, August 6, 2024**, to [Human Resources](#).

In accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code, Peterborough Housing Corporation will work collaboratively and respectfully with you in all stages of the recruitment process and throughout your employment. If you require accommodation at any stage of the hiring process, please advise Human Resources.

The personal information submitted for employment is collected under the Freedom of Information and Protection of Privacy Act and will be used to determine eligibility for employment. We thank you for your application but advise that only those selected for an interview will be contacted.