



Senior Manager, Operations

North York Harvest Food Bank is the primary food bank for northern Toronto, distributing more than two million pounds of food last year through 77+ neighbourhood programs. An independent, charitable organization, we envision a community where all members are able to meet their food needs. Our efforts are focused in three major areas: developing dignified community food programs, creating public awareness about hunger and its causes and engaging the community in deciding how best to meet its food needs. The Senior Manager, Operations is responsible for overseeing North York Harvest's warehousing, distribution and inventory management processes.

Responsibilities

- Managing North York Harvest Food Bank's operations with respect to warehousing, distribution, transportation and inventory management; adhering to food safety guidelines
- Promoting a work culture that prioritizes the Health and Safety of all staff, volunteers and stakeholders
- Developing policies, procedures and programming that helps achieve NYH's strategic goals
- Overseeing the implementation of NYH's new digital inventory management system
- Overseeing, mentoring, managing a staff team of 8-10 individuals, including line management staff
- Building capacity through training, education, and leadership development (e.g. through professional development workshops and on-site mentoring)
- Developing recommendations on structures and procedures to support more efficient systems
- Managing a program budget

- Working cross-functionally with Operations, Programs, Admin, Fundraising and social enterprise staff at NYH
- Actively contributing to a supportive and inclusive team that works together efficiently, effectively and respectfully
- Some evenings and weekend work required
- Other duties as assigned



Qualifications*

- Systems thinker with demonstrable experience implementing new systems or processes
- Experience successfully leading change management with diverse stakeholders
- Education, training and/or professional experience in logistics, business management, or related field
- 2-4 years' experience managing staff or volunteers in a warehousing/logistics setting
- Experience working in food distribution an asset
- Demonstrable experience setting and hitting targets, working towards a workplan, exceptional time management and project management skills
- Experience recruiting, engaging and supervising staff
- Experience working with members of diverse communities an asset
- Commitment to and understanding of Anti-Oppression and Anti-Racism policies and practices
- Non-profit experience, either employment or volunteer an asset
- Strong problem solving and analytical skills
- Good written and verbal communication skills
- Knowledge of food security and poverty issues an asset
- Valid G level driver's licence, clean abstract and familiarity with delivery vehicles (cargo vans, 5 tonne trucks) an asset
- Experience managing program budgets an asset
- Food handling certification is an asset
- Familiarity with northern Toronto is an asset

* North York Harvest Food Bank is committed to employment equity and encourages applicants from equity seeking groups. We recognize a range of lived and work experience as being valuable to our work and encourage interested parties to apply.

Reporting Relationship: The Senior Manager, Operations will report to the Director of Operations

Hours: 37.5 hours per week, full time permanent

Salary: \$65,000-\$77,000 per year, plus health and dental benefits

Please submit a cover letter and resume to Sahar Ghafouri, sahar@northyorkharvest.com quoting job title in subject line. Applications will be accepted and reviewed on a rolling basis until Monday, January 4th 2021. We thank all applicants for their interest, however, only those to be invited for an interview will be contacted.