



Position Description: Operations Manager

About ReForest London

ReForest London (RFL) is a small but mighty non-profit organization with a vision to see our community thriving in a healthy urban forest. We work to enhance environmental and human health in the Forest City by inspiring, educating, and empowering Londoners to plant and care for trees and to be part of a sustainability-focused future for our community.

Since our founding in 2005, we have grown to become London's largest environmental not-for-profit organization. Powered by passionate staff and volunteers, ReForest London plants, cares for, and gives away thousands of trees each year. Along with the City of London, we are a founding partner of London's Million Tree Challenge. We are also actively developing London's first environment and sustainability centre, the Westminster Ponds Centre. Our organization is full of energetic, passionate individuals seeking to make a difference for the environment, and who are accountable for outcomes but enjoy a lot of freedom in how to achieve them.

Websites: reforestlondon.ca and westminsterpondscentre.ca

Location: London, Ontario (based in-office with flexible remote work)

Position Summary

Reporting to the Executive Director, the Operations Manager leads the work to deliver ReForest London's multiple programs to make Londoner greener, healthier and more sustainable. Our programs team is currently a team of four, delivering activities like tree planting, tree giveaways, schoolyard planting and hands-on seedling growing, tree seed collection and growing, and community sustainability.

Managing and coaching the program team includes: ensuring program targets and grant deliverables are achieved by deadlines; program budgets are built and followed; and program data is accurately collected and reported. The Operations Manager also plays a primary role in new program development to respond to community needs and other opportunities.

This opportunity is perfect for you if you have experience in managing and supporting people, and ensuring deliverables are met. Some environmental or non-profit experience is naturally desirable but if you bring the right people and management skills to the table, you can learn our business and our sector. Every day we work to enhance our local environment and make our community a healthier place to live.

Why Work with ReForest London?

- Flexible work schedule and hours
- Balance of in-person and remote work
- 3 weeks of paid vacation
- 3 additional days off, during our office closure in late December
- Paid sick days
- Healthcare benefits plan
- We value and support professional development

- An ongoing commitment to create an inclusive and equitable environment for employees, volunteers, and supporters, and our community through our work
- We are a growing organization with exciting new projects, offering new experiences and opportunities for community impact and cross-sector collaborations
- Positive team environment; we live on a diet of optimism, chocolate, and tree puns
- Working in the middle of a forest: Westminster Ponds is surrounded by beautiful trees and nature

Key Responsibilities

The Operations Manager is primarily accountable for leading and developing the program team to impactful delivery of our environmental mission. Like most non-profits, there is great community demand and need for our programs. Enhancing, growing and innovating our impact is always top of mind. The underpinning of delivering great programs is creating a great staff team. The role supports and develops team members, and creates an engaging collaborative work environment that engages and empowers staff to do their best work.

1) Team Engagement and Development

- Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results;
- Coaches, counsels, and directs employees;
- Maintains program staffing levels by recruiting, selecting, orienting, and training employees;
- Ensures a safe and secure work environment, in office and in field;
- Actively identifies and develops growth plans and opportunities for staff;
- Monitoring performance and initiating action to strengthen results;

2) Program Deliverables and Impact Reporting

- Assist staff in understanding their grant-driven deliverables within their respective programs;
- Ensure all grant deliverables are accomplished by required timelines;
- Support program staff in planning their program logistics and activities (e.g. tree planting in parks, tree giveaways, seed collection and management, educational activities)
- Collaborative with program staff, set annual objectives and targets for each program, including those that directly drive our organizational strategic plan forward;
- Ensure programs track their activities and outputs in a robust manner and can powerfully convey our community impact;
- In collaboration with Director of Advancement, write selected program-related narratives for final grant reports;

3) Program Development

- Innovate new ways of delivering on our mission, driven by both community need and new funding opportunities;
- Design new impact programming related to our two current big projects: Environment and Sustainability Centre and Community Tree Nursery
- Strategically plan programs to leverage each other as well as future opportunities;
- Lead continuous improvement in program delivery and management, including through program debriefs, annual summaries and centering equity in program design;

4) Business Management

- Support program staff with annual expense budgeting as well as quarterly review and management;
- In collaboration with Director of Advancement, identify and plan revenue sources sufficient to cover annual operations;
- Support program staff in ensuring the financial viability of their programs by evaluating scope of activities undertaken and optimizing revenue opportunities;
- Develops, coordinates, and enforces systems, procedures, and productivity standards;
- Planning and goal-setting for future periods

5) Other

- Strengthen, and develop new, relationships with external partners to increase our collective impact;
- Liaise with the Advancement Team and organizational leadership to build and maintain collaboration between teams;
- Step into program delivery when required
- Participate in committees of the Board of Directors as required;

Qualifications and Competencies:

- Post-secondary education with at least three years of relevant work experience (e.g. environmental studies, business management, program delivery, etc.);
- Experience leading a team and supporting/coaching team members is highly desirable;
- Demonstrated ability to coordinate team members to achieve deadlines and targets;
- Comfort and competency dealing with data, data management, budgets and numerical analysis;
- Demonstrated ability to strategize and problem solve
- Experience in the nonprofit sector is desirable
- Experience in conflict resolution and crucial conversations is desirable

Anticipated Start Date: early March 2023

Type of Position: Full time, permanent

Compensation: \$46,000 - \$53,000 per year (according to experience)

Application Process:

Please submit a cover letter, addressed to Dean Sheppard, Executive Director, and your resume (in either PDF or WORD format), [here](#). Applications close Monday February 6th. All applications will be acknowledged as received, but only those called for an interview will be contacted thereafter.

ReForest London is committed to the diversity of its board, staff and volunteers. Like a forest that thrives best when it is comprised of many different kinds of trees, ReForest London thrives and gains strength from the differing perspectives, insights and experiences a diverse group provides. We acknowledge the systemic discrimination experienced by many. We welcome applications from women, members of racialized groups, visible minorities, Indigenous persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression.

Thanks for your interest in our mission and for making your community a better place!