



## **Position: Operations Manager, Full Time, Permanent**

**Application Deadline:** July 2, 2024 at 11:59pm PST

**Applications including cover letter and resume in one combined PDF can be emailed to [careers@bccla.org](mailto:careers@bccla.org) with the subject line “Operations Manager Application” and are due by 11:59pm PST on July 2, 2024.**

### **About the position:**

The BCCLA’s Operations Manager position requires a talented individual to manage the day-to-day facilities, governance, financial, and IT operations of our organization. This is a unionized, full-time, 1.0 FTE permanent position.

Reporting to the Director of Operations & People and working closely with the Board of Directors, the Operations Manager ensures organizational processes enable internal capacity and run efficiently. The Operations Manager supports and oversees the operational work of the Donations & Operations Coordinator.

We are seeking a systematic and detail-oriented individual with a keen understanding of non-profit operations and compliance, a strong background in financial control and reconciliation, and experience with facility management, vendor relations, leases, onboarding/offboarding procedures, board calendars and affairs, and human resources administration. The Operations Manager contributes to the organization’s team culture and supports the full staff team’s technological and operational needs. The successful candidate will have a knowledge of and interest in human rights and civil liberties issues, strong ethics, and a deep commitment to equality, justice, and freedom.

This position is based at our office in Vancouver at #306-268 Keefer St, on unceded Indigenous lands belonging to the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətaʔ/Selilwítlh (Tseil Waututh) nations.

In light of COVID-19, this position will work partially in-person, in compliance with WorkSafeBC guidelines for in-office work during the pandemic, and partially remotely. A laptop and access to all required platforms will be provided.

### **Compensation:**

The set salary for this position is \$70,393 per annum.

### **BCCLA also offers a holistic and competitive work package:**

- Comprehensive health benefits that include extended health and dental plan for all staff, spouses and dependents.
- Life insurance, Long-term Disability Insurance, and AD&D for staff, family and dependents included within health benefits.
- Health benefits starting immediately and not dependent on completion of probationary period.
- Unionized environment
- Annual salary progressions
- 20 days of paid Annual Vacation, plus an additional 1-2 week December office closure.
- 10 Statutory and 1 other paid days off every year.
- 15 days of paid Sick Leave, including sick days, family care days, and personal wellness days.
- Annual professional development funding for each staff.
- Team-wide professional development and training.
- Team-wide staff celebrations and staff appreciation.
- A family-friendly, child-friendly, and dog-friendly work environment that supports flexible work arrangements and time in lieu arrangements with an emphasis on work life balance.
- A workplace where your experience and voice are valued.
- A staff team of diverse backgrounds that is committed and passionate about civil liberties, human rights, equity and justice.

### **Application Process:**

**To apply, please email your resume and cover letter in one combined PDF to [careers@bccla.org](mailto:careers@bccla.org) with the subject line “Operations Manager Application” no later than 11:59pm PST on July 2, 2024.**

The BCCLA is committed to ensuring that equity, diversity, and inclusion are priority considerations, including in building a workplace that honours the particular experiences and expertise of communities marginalized through state violence and social oppression. The BCCLA strongly encourages applications from all qualified Indigenous people, Black people, immigrants and refugees, people of colour, working class people, and 2SLGBTQIA+ people. Applicants are encouraged to self-identify, should they feel comfortable doing so, in their cover letter and are invited to share how their lived experience would inform their approach and ethics in this position.

## **About the BCCLA:**

The BC Civil Liberties Association (BCCLA) is a non-partisan, not-for-profit national leader whose mission is to promote, defend, sustain, and extend civil liberties and human rights. The BCCLA is the oldest and most active civil liberties and human rights group in Canada. The BCCLA has been actively advancing human rights and civil liberties through litigation, law reform, community-based legal advocacy, and public engagement and education for the last half century. Though we are based in BC, our work is national in scope with legal interventions and law reform advocacy across Canada.

BCCLA focuses on the relationship between people and the state, and the ways in which the state can limit or advance human rights and liberties. BCCLA's work pays particular attention to the needs of vulnerable individuals and oppressed communities, who would otherwise have difficulty getting redress for violations and limitations on their rights despite being the most susceptible to state regulation and violations of their fundamental rights. We recognize that liberty, dignity and equality are mutually-reinforcing, and that such rights are inalienable and necessary for the flourishing of individuals and human society.

With a mandate that includes work on police accountability, government transparency, democratic rights including freedom of expression, prisoners' rights, patients' rights, privacy rights, surveillance and national security issues, immigration detention, and criminal legal reform, we are one of the most vibrant and visible advocacy groups in Canada. The BCCLA is a small team with a big reach, and we want you to be a part of our work.

## **Skills Required**

**Read below for a full job description, for which the following skills are required:**

- Minimum of two years of experience in: day-to-day financial management and reconciliation, and internal operational logistics and infrastructure is required;
- Experience with financial record-keeping and familiarity with bookkeeping procedures is required;
- Experience with non-profit and charitable governance is required;
- Well-developed relationship building and interpersonal skills is required;
- Diplomacy, integrity, and commitment; experience managing confidential and/or personal information are required;
- High level of familiarity and effectiveness with online platforms, technology, computer applications, and accounting software is required;
- Experience with Outlook and Quickbooks Online are strong assets;
- Experience supervising others is an asset;
- Must be extremely well-organized, able to prioritize tasks and meet deadlines, and work independently and as part of a team;
- Ability in languages other than English are assets;
- Passion for civil liberties and human rights issues are strong assets;
- Lived experience of or experience (paid or volunteer) working on issues related to BCCLA's mandate are assets.

**The Operations Manager is responsible for the following:**

**Financial management**

- Manage all aspects of BCCLA's day-to-day finances including accounts receivable and payable, bank accounts, credit cards, expenses, cashflow, etc.
- Supervise the Donations & Operations Coordinator to ensure monthly accounts payable and credit card reconciliation are carried out effectively.
- Manage the organization's annual audit. Liaise with bookkeeper and provide financial reports and supporting information as required by auditors.
- Prepare documentation for quarterly financial reviews as per the BCCLA's financial policies and coordinate with the Treasurer and Director of Operations & People to ensure their timely completion.
- Work with Engagement staff to create and maintain monthly and ongoing consistency between database and accounting software.
- Ensure professional and insurance fees for Staff Counsel are remitted to the Law Society of BC annually.
- Maintain and update financial access of relevant staff including changes in signing authorities and investment trading officers.

**Support the Director of Operations & People's work to:**

- Ensure that organizational accounting policies and procedures are followed and that bookkeeping and accounting work is performed effectively.
- Develop and manage the departmental budget.
- Ensure that payroll functions are performed effectively.
- Ensure the timely filing of financial reporting.
- Identify and implement operational and cost efficiencies to ensure a sustainable future for BCCLA's goals, plans and priorities.

**Operations management, IT, & compliance**

- Drive and enable internal capacity to ensure that our operations are adequately resourced and properly equipped with the required tools, supplies, training and infrastructure to achieve our goals.
- Manage all facility-related issues including office relocations and lease agreements, acting as liaison with building management and contractors, and office services. Liaise with

landlord (BC Artscape) as necessary in terms of shared space issues, events, tenant meetings, etc. Collaborate with engagement team and others to fulfil our commitment as an engaged tenant that contributes to the local community.

- Oversee day-to-day operations of facility and equipment maintenance, ensuring a safe and continuously functional environment.
- Review and manage all IT functions. Ensure that the IT needs of all employees are met and that the system is maintained at a high level of efficiency. Evaluate and advise on appropriate technology that meets the organization's HR and operational needs, information requirements, and financial resources. Foster appropriate tech/digital security practices across the organization.
- Manage and update internal policies and procedures.
- Oversee relationships with the BCCLA's vendors, reviewing and negotiating contracts as appropriate. Ensure that vendor performance is appropriately monitored and managed.
- Manage and ensure the timely renewal of the the BCCLA's General Liability, D&O, and event insurance policies, as well as the organization's Business License.
- Support the Donations & Operations Coordinator in keeping inventory and purchasing office supplies.

**Support the Director of Operations & People's work to:**

- Ensure the timely filing of all statutory and regulatory reporting, including filings with the CRA, City of Vancouver, etc.
- Identify opportunities to improve the use of our resources to meet our objectives.

**Human resources management**

- Ensure that systems are in place to support the effective onboarding and offboarding of employees including maintaining orientation manuals, procuring technology, supplies, and access for new employees, maintaining repositories of employee information, removal of employees from organizational platforms after termination, etc.
- Contribute to a strong team culture by managing and organizing staff birthday gifts, social gatherings, and seasonal celebrations and events with support from the Donations & Operations Coordinator.
- Hold periodic check-ins with Litigation and Office Coordinator to ensure the effectiveness and continuity of the operations-related tasks for which they are responsible.

### **Support the Director of Operation & People's work to:**

- Ensure that human resources administration including employee insurance and benefits plans, time off balances, HR software and other record-keeping is carried out effectively.
- Foster effective internal communications.

### **Governance**

- Act as primary staff liaison and provide staff assistance to a Board of 15 members, including attending and providing board materials and logistical support for Board meetings and the following Board Committees and Working Groups: Executive Committee, Elections Committee, Finance Committee, and Board Development Committee.
- Ensure strong knowledge of all governance policies and bylaws such as the BCCLA Constitution and ByLaws, Election Rules, Board resolutions on governance, Robert's Rules of Order, Board Expense Policy, etc.
- Plan Board and Executive Committee agendas, meeting schedules, and Board calendar.
- Ensure that governance records (e.g. minutes, documents, government filings, contact lists, term limits) are appropriately maintained.
- Lead in logistics for AGMs and Board elections, including supporting the Engagement Department with venue/tech/travel/food, and in all logistics and preparation for Board meetings, including board packages, board orientation materials, board policies and resolutions, financial documents, and committee terms of reference.
- Identify and undertake networking opportunities, building relationships with colleagues at other organizations and acting as an ambassador for the organization.
- File Annual Report with the BC Societies registry.
- Coordinate with bookkeepers and Engagement department to ensure timely filing of the Association's Charity Return, with support from the Director of Operations & People.

### **Project management**

- Undertake other projects as required to improve BCCLA's internal systems and operations.
- Other duties as required.