

Georgina Community Food Pantry – GCFP
MANAGER OF OPERATIONS - JOB POSTING

Work Term: Permanent contract with a six-month probationary period
Work Hours: 37.5 hours/week, Monday to Friday w/occasional evening/weekend work
Compensation: \$70,000-\$80,000 (F/T) per year plus vacations and health benefit package
Report to: Board of Directors
Start Date: July 28, 2025 to be confirmed

Summary:

The Georgina Community Food Pantry – GCFP – was founded in 1985. Today, the Georgina Community Food Pantry is located at the Link in Sutton, ON and still serves thousands of Georgina's residents. The GCFP vision-mandate is to *nourish our community and inspire change by providing dignified access to good food*. In 2024, it served 22,258 individuals through 7,291 visits. The scope of the operations includes the emergency food hampers, the children breakfast hampers, a community garden, kitchen workshops, and a weekly community lunch. With our mandate in mind and the scope of the operation, the Operational Manager will be responsible for the overall operations, directing and coordinating all available resources (staff, food supplies, facilities, collaborations, etc.); there are staff in place to support this work. This full-time position has the potential to offer flexible work arrangements for the right candidate.

MAJOR RESPONSIBILITIES

- Manage all operational aspects of the GCFP programs, services, and related activities
- Oversight of the financial operations within approved guidelines and protocols
- Relationship building with local government, NPO partners, funders, community groups and key local stakeholders
- Provide advice and support to the organization's Board of Directors and its various committees
- Coordinate with HR Committee the recruitment and retention of staff resources and/or consultants
- Manage, supervise, and motivate the staff team; providing guidance as required
- Coordinate the implementation and enforcement of all organizational policies and procedures
- Answer inquiries made by various media agencies and local community groups
- Support major programs and projects in development, operations, and capacity building
- Coordinate research, policy, and advocacy activities, aiming to achieve the sector's best practices
- Provide oversight of fundraising and communication activities conducted by staff and volunteers
- Other duties as required

DUTIES

The specific duties related to the position are the following (percentages are only approximated):

1. Operations and Financial Management (25%)

- Responsible for all accounting records and functions in coordination with the bookkeeper
- Oversee the day-to-day operation of the GCFP services and programs
- Assist with the annual financial audit and coordinate with the Finance and Audit Committee
- In charge of financial operations by reviewing bank statements, bill payments, payroll, account receivables (deposits); ensuring that all activities are conducted within the approved budgets
- Assist in developing annual budgets for the organization with the support of the Board of Directors

- Ensure all valuables (monetary and documentation) are properly safeguarded and accounted for
- Ensure all approved financial policies and procedures are properly implemented and monitored

2. Staff Management and Supervision (20%)

- Manage, support, and motivate employees within their given program responsibilities and daily roles
- In coordination with the HR Committee, help to recruit staff and conduct staff performance evaluations
- Assist staff with work plans and evaluations within the context of the approved GCFP's strategic plan
- Oversee staff implementation and monitoring of agreed organizational Standard of Excellence
- Monitor and report on staff vacation, sick days, and other available benefits
- Ensure all approved HR policies and procedures are properly implemented and monitored

3. Relationship Building and Collaborations (15%)

- Meet regularly with corporate partners, supportive foundations, local groups, and major donors
- Meet regularly with relevant local government representatives, including Council members, staff, and public servants on matters of interest to the organization
- Maintain contact with other food banks (Region) on a regular basis to understand best practices
- Assist with developing and managing a donor recognition program (i.e. pictures, social media).

4. Board Support Role (15%)

- Assist in the development of meeting agendas for the Board of Directors
- Attend monthly Board meetings and committee meetings as required
- Produce monthly operations reports and provide service stats based on L2F platform
- Coordinate with various Board committees and prepare meetings materials as requested
- Present strategic planning regular updates, and report on progress and/or issues

5. Policy Development and Planning (15%)

- Assist in the development of the organization's policies and procedures, including among others, financial operations, food distribution, HR, clients services, and Board governance
- Support development of policy and procedures, and provide advice on the FBC's Standard of Excellence implementation and monitoring
- Develop annual plans with staff that carry out the objectives and activities of the Strategic Plan; and maintain and track progress on the organization's Strategic Plan, reporting on progress regularly

6. Fundraising and Communications Oversight (10%)

- Oversee the communication strategy and plans, supporting staff communication efforts
- Develop relationships with local and regional media in print, radio, television and online media, representing the GCFP publicly and acting as a spoke person
- Research for and support the writing of grant applications and outcomes reports
- Assist the implementation of key fundraising activities and programs, including annual fundraising campaigns, project-based appeals (KCF), various programs (children's breakfast hampers), online giving, third party partnerships (i.e. Grocery stores).

KNOWLEDGE, SKILLS & ABILITIES

- Sound financial management skills, ideally within the non-profit sector
- Excellent staff team management and supervision
- Experience in non-profit programs and relationship development
- Skills in social media and communicational support will be considered an asset
- Ability to work with individuals from diverse backgrounds

- Excellent verbal and written communications skills
- Computer skills (MS Office, QuickBooks ideal)
- Show team leadership and motivational skills

QUALIFICATIONS AND COMPETENCES

- Bachelor's degree / Community college diploma preferable or commensurate work experience
- Relevant experience and knowledge of non-profit and charity sector organizations
- Experience in food security programs and/or poverty alleviation programs
- Ability to provide staff guidance, support, supervision, and leadership
- Demonstrated commitment to professionalism and fostering relationships, with tangible results
- Solid computer skills (including Microsoft Office, DMS database, and QuickBooks)
- Excellent oral and written communication skills, with ability to deal with confidential information
- Experience working with vulnerable populations and people experiencing poverty
- Understanding and promotion of anti-oppressive practices
- Self-directed and well organized with attention to detail

**Please email your application and cover letter to
cesar@georginafoodpantry.com by May 2nd, 2025.**

The Georgina Community Food Pantry is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community that we serve. We welcome those who have demonstrated a commitment to upholding the value of equity, diversity, inclusion, anti-racism and recognition. We encourage applications from all qualified individuals of diverse backgrounds. Accommodation is available during the hiring process upon request.

**We thank all applicants and advise that only those candidates selected for an interview
 will be contacted.**