

Employment Opportunity

Job ID: SCHII-23-30
Job Title: Operations Manager
Department: External Relations
Campus: Thunder Bay, ON
Status: Full-time 20 month contract
Job Category: Schedule 2

Date Posted: September 1, 2023
Closing Date: September 15, 2023

Why Lakehead University?

Thunder Bay is one of Canada's top emerging cities. Here you will find a mix of modern city living and the best of nature – all on your doorstep. Thunder Bay provides small city affordability, big city opportunities and the bonus of a superior lifestyle. When it comes to location, nature and cost of living, Thunder Bay is one of the best places to live in Canada. For more on the vibrant city of Thunder Bay, visit thunderbay.ca.

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, for the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

About this Job

The Operations Manager is the ideal opportunity for a person seeking project management experience and who wants to grow their opportunities in the fundraising profession. This role is responsible for the oversight of business operations within External Relations and maximizing resource efficiencies. This is a fantastic opportunity to be part of a \$70M campaign that supports the leaders of tomorrow.

As an ambassador for Lakehead University, the Operations Manager is an integral member of the External Relations team. This role manages the integrity of the External Relations database through regular data audits, the development of policies and procedures, and staff training. In addition, the Operations Manager is Project Lead on the migration to a new database, Raiser's Edge NXT, expected to go live January 2024.

As a member of the Senior Leadership Team the Operations Manager is responsible for developing annual strategic priorities including managing receipt of revenue production annually of \$3M, expenses, data and administrative functions. This includes a strategic focus on business forecasting and budgeting that aligns with External Relations' mandate, tracking and reporting on designation and restrictions of donated funds and the ER's function to support Lakehead's capital and student needs.

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The Operations Manager oversees the Operations Group within External Relations, providing guidance, direction and coaching/mentoring practices that promotes individual and team competence and productivity..

Job Duties

- Project Lead for the migration to Raiser's Edge NXT
- Managing the integrity of the External Relations database
- Producing regular recurring reports and other reports as requested
- Oversight and Annual Budget Planning of the External Relations Budget, in consultation with the Vice-President and Associate Vice-President, External Relations
- Oversight of the Operations Group
- Direct supervisor of the Gift & Database Administrator
- Project Management, in consultation with the Vice-President and Associate Vice-President, External Relations

Qualifications

- Post-secondary degree or diploma in Business, Management, Education or similar plus a minimum five years of strong strategic leadership
- Experience in business planning, office management, and database oversight
- Strong understanding of budgeting and analytical skills
- Demonstrated ability to balance multiple priorities and projects
- Strong attention to detail
- Proven ability to take initiative and lead on projects
- Demonstrated ability to work in a high volume, target-driven environment; meet deadlines, and handle pressure and stressful working conditions
- Strong organizational skills, ability to balance multiple tasks and manage multiple priorities simultaneously

Working Conditions

- Office environment

What do We Offer?

This position offers a competitive remuneration package including salary, comprehensive benefits package, life insurance, pension plan, and tuition waiver.

How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover letter and resume in word or PDF format.

If you are experiencing any issues with the Google Form, please email careers@lakeheadu.ca for assistance.



Employment Opportunity

We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, racialized persons, Indigenous people, persons with disabilities and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.

Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8334 or human.resources@lakeheadu.ca to make appropriate arrangements