



Job Description – January 28, 2026

Job title: Director, Operations & Strategy

Reports to: President or designate

Direct reports (current): Executive Assistant, Organizer, Communications & Data Coordinator, Administrative Assistant

Position Summary

The Director, Operations & Strategy is responsible for both high level decision-making and hands-on operational activities. The role provides essential management and leadership to ensure the smooth functioning of the Labour Council office, enabling the President and Officers to focus on their core duties and empowers staff members to optimize their work and roles. Key responsibilities include, planning, organizing, and managing the internal operational, administrative and work of the Labour Council encompassing staff management, finance, and IT coordination.

The Director, Operations & Strategy supervises a dedicated staff team and oversees service providers.

As a member of a small, interdependent staff team, all roles, including the Director, Operations & Strategy, actively participate in effective team building efforts. The position provides hands-on support for a range of organizational activities and for routine tasks. Additionally, the position plays a key role in actions and campaigns, including but not limited to elections, strikes, and political bargaining.

Responsibilities and Duties

Strategic Focus

- Lead the Labour Council through strategic planning processes.
- Develop, implement and evaluate operational strategies aligned with the organization's goals.

Support President, Officers and Staff

- Serve as liaison among the President, Officers and Staff.
- Escalate complex and/or time-sensitive issues to the President.

- Work closely with the President, Officers and Staff as appropriate to develop and maintain collaborative, high trust relationships, ensuring confidentiality and discretion balanced with transparency.
- Support the Management Team as required.
- Develop and maintain effective communications, collaborative and strategic relationships with 16-member Executive Board, 130+ Affiliates, other provincial and federal labour bodies, and allies.

Human Resources

- Support and collaborate with the President on management tasks such as coordinating staff workloads, providing regular feedback, performance management, and staffing decisions.
- Manage, mentor, support and evaluate staff performance, fostering a collaborative and positive work environment.
- Oversee staff recruitment, onboarding, performance management, and ensure compliance with collective agreements and labour regulations; and align with HR best practices.

Financial Administration

- Coordinate financial activities, including financial protocols, budgeting, reporting, and compliance, in coordination with the President and Officers.
- Oversee financial protocols and processes.
- Implement and monitor financial procedures, including budgeting, expense tracking and ensuring adherence to financial policies by staff & service providers (e.g., bookkeeper).
- Support the annual audit process and follow up on actionable items.

Operations and Administration

- Develop, implement and refine organizational policies and procedures to maximize accountability, productivity and effectiveness.
- Support development and implementation of policies, procedures and guidelines to ensure compliance (e.g., ESA, OHSA, WSIB, AODA).
- Manage key functions to support smooth office operations. Oversee service providers and ensure a high level of service (e.g., IT, payroll, managing contracts and leases, etc.).
- Proactively recommend improvements to systems and processes used by the President, Officers and Staff.
- Provide hands-on support for a range of organizational activities and routine tasks.

Training and Development

- Oversee organizational training (e.g. AODA), and provide hands-on training (e.g., budgeting, computer tools), and/or recommend staff training or development/plans as appropriate.

Team Building

- Actively contribute to team building and work closely with the President, Officers and Staff to develop and maintain collaborative, high trust relationships.
- Organize regular staff meetings, social events, and other team building activities.

Leads/Works on Files, Events, Campaigns

- Lead files and remain compliant with Collective Agreements, acting as a “working Director”.
- Plays a key role in actions and campaigns, including but not limited to elections, strikes, and political bargaining.
- Oversees and supports Committees and other bodies as needed

Other:

- Assist periodically with other tasks or special projects, stepping in as needed.

Qualifications

Education

- Post secondary diploma in Non-Profit Management, Business Administration, or an equivalent combination of education and relevant work experience.

Experience

- A minimum five years of progressive experience in operations, administration, or strategy in a fast-paced environment, preferably working in a unionized environment.
- Experience supporting senior leaders and/or volunteer Boards/Committees, strategic planning and, managing staff.
- Equivalent combination of relevant paid and volunteer experience.

Knowledge/Skills/Abilities

- Proven ability to support senior leaders, anticipate needs and challenges, and communicate effectively with a problem-solving approach.
- Leadership and staff management skills with the ability to inspire and develop a small team. Proficient with unionized staff supervision.
- Strong organizational, analytical, and problem-solving abilities including planning, task-facilitation, delegation and detail orientation. Excellent time management, and the ability to set and maintain priorities in a dynamic context. Ability to be adaptable when appropriate.

- Experience in budgeting, financial management and IT coordination. Demonstrated project management skills and experience organizing both in-person and virtual meetings and events.
- Demonstrated interpersonal skills with a collaborative approach, effectively working as part of a staff team that values and leverages the expertise of existing team members and roles. Fosters an inclusive environment that encourages input and engagement from all team members.
- Excellent communication skills representing the Labour Council professionally internally and externally. Ability to maintain sensitive and confidential information.
- Able to work evenings and weekends when required.
- Strong technical skills with office systems, peripherals and telecom tools. Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint, Teams, SharePoint, Outlook) and virtual meeting tools (Zoom, Google Meet etc.).
- Capacity to work independently and collaboratively, contributing to a respectful and safe workplace.
- Commitment to solidarity and understanding of the role of unions in social and economic justice and has political acuity.
- Knowledge of the dynamics of a values-driven, justice seeking organization. Ability to foster a respectful and inclusive workplace and actively support the Labour Council's goals for inclusion, diversity, equity, accessibility, and anti-racism.

Working Environment and Conditions

- Work location: Suite 730, Tower Two, 895 Don Mills Rd, Toronto ON M3C 1W3
- Physical environment: Typical office and typical office equipment. Work is occasionally performed at meetings, conferences or public events, e.g., rallies, conferences, parades or marches, dinners, picket-lines, etc., and may be stressful at times when dealing with angry or upset people.
- Normal work week: Generally, Monday-Friday, with flexibility required to work long days, evenings and weekends.
- Special working conditions e.g., travelling to off-site meetings and events
- Salary: starting rate \$120,000 annually, increasing to \$130,000 in the first year; and benefits.

Physical and Sensory Demands

- Sitting at a desk.
- Standing at public events.
- Repetitive and/or precise hand/finger movements.
- Attention to detail.
- Bending and twisting.
- Lifting range of 30 lbs / 13.5 kg.

- Equipment operation: computers, office equipment (e.g., photocopier etc.), telephony, cameras.

Approved by: (President, Andria Babbington)

Date approved: (January 28, 2026)

Reviewed: (Date when the job description was last reviewed)