
Internal/External Job Posting

Manager of Operations

West Neighbourhood House is looking for an experienced Operations Manager to support the organization's operations. The position focuses on **facilities management, risk management, health and safety compliance, and property development and relocation projects**. This role ensures that all physical assets and operational processes at all locations and hubs (248 Ossington Ave, 588 Queen St. W., 1033 King St. W, and 1497 Queen St. W.) support the organization's strategic objectives.

West Neighbourhood House, formerly St. Christopher House, is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families, and groups in the community to gain greater control over their lives and community. Our diverse programs and community development activities support approximately 16,000 people of all ages annually in addition to ongoing public policy development and advocacy on social and economic issues.

West Neighbourhood House is actively seeking qualified applications from Indigenous, Black and People of Colour, persons with disabilities, women and persons of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.

West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.

Responsibilities:

- Oversee day-to-day operations of all West Neighbourhood House facilities, ensuring they are safe, welcoming, functional, and well-maintained.
- Provide, coaching, support, performance management, and professional development to a diverse team of unionized staff.
- Implement and oversee preventive maintenance programs across all locations, including managing the performance of contractors responsible for HAVC, elevators, fire safety, plumbing, and other mechanical systems; arrange repairs as required.
- Assist in the development, implementation, and ongoing maintenance of the organizational risk management frameworks to identify, assess, and mitigate operational risks.
- Ensure compliance with relevant legislation and standards including the Occupational Health and Safety Act, WHMIS, and other applicable standards.
- Lead emergency preparedness planning, including business continuity and disaster recovery protocols.
- Conduct regular safety audits and inspections, address hazards promptly, and provide staff with training and resources related to workplace safety and emergency procedures.

West Neighbourhood House is an equal opportunity employer. We thank all applicants, but only those candidates to be interviewed will be contacted.

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- Manage vendor relationships and contracts for cleaning, maintenance, HVAC, fire safety, plumbing, and other building systems ensuring performance standards and service expectations are met.
- Support the coordination of property development initiatives, including major capital projects, renovations, expansions, and relocations.
- Manage project timelines, budgets, and stakeholder communications to support project delivery.
- Work with program staff and the security systems provider to ensure the security of West Neighbourhood House buildings/locations, manage user access codes, and act as an afterhours on-call on a shared rotation.
- Liaise with architects, contractors, and regulatory bodies to ensure that projects are completed in compliance with accessibility standards and other applicable requirements.
- In the absence of the Director of Operations, provide backup support including liaising with IT contractors and responding to other operational issues.
- Participate as a management representative on the organization's Health and Safety Committee.
- Participate in staff meetings, House committees, events and other activities; and
- Other duties as required.

Qualifications:

- Bachelor's degree in Project Management, Facilities Management, or a related field.
- Minimum 3 years of experience in operations management with a focus on facilities and risk management.
- Experience in supervision, support, and development of staff, preferably in a unionized environment an asset.
- Strong knowledge of health and safety regulations and property development processes.
- Excellent project management, negotiation, and communication skills.
- Excellent interpersonal skills including teamwork, good communication skills, understanding and appreciation of diversity, equity and inclusion principles, and an ability to work respectfully with diverse people.
- Meticulous attention to detail and ability to manage multiple priorities under tight deadlines.
- Demonstrated experience and initiative in troubleshooting.
- Strategic thinking and problem-solving; leadership and team development.
- Commitment to sustainability and environmentally responsible practices.
- Knowledge of Microsoft Office 365 applications.
- Willingness and commitment to continually learning, including learning new technology and software.
- An understanding and commitment to privacy and confidentiality.
- Ability to travel between locations. This position will have the option to work remotely (e.g. From home) as negotiated with the Director of Operations.
- Ability to work some evenings and weekends and share rotating on-call responsibility.



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Status: Permanent Full Time (non-bargaining unit)
Existing Vacancy: Yes
Start Date: ASAP
Hours: 35 hours per week
Rate: \$78,332 (4 weeks' vacation, paid sick days, floater days, full benefits package after 3 months, RRSP contribution at 5% after 1 yr)
Immediate Supervisor: Director of Operations
Posting Date: March 9, 2026
Closing Date: March 27, 2026

Please send your cover letter and resumes by 5:00 pm on the closing date clearly indicating "Manager of Operations" to:

Hiring Committee
588 Queen St. W.
Toronto, ON
M6J 1E3
jobs@westnh.org