



JOB POSTING

Title: Senior Manager of Administration and Support Services

Hours of Work: 37.5 hours per week

Compensation: \$64,350 annually – \$70,200 annually

Paid time off between Christmas and New Year, Day off on birthdays, contribution towards training/wellness.

Probationary period: 1 year contract and possibility of extension

Society Profile:

Seniors Services Society is a non-profit charity located in New Westminister, BC which provides support services for seniors in New Westminister to live independently, as well as housing information across BC and outreach services for seniors in the Lower Mainland.

Purpose:

Within the vision and mission statements of the Society, reporting to the Chief Executive Officer (CEO), the Senior Manager of Administration and Support Services will provide overall support for Administration and Support Services Teams.

Position Overview:

Reporting directly to the Chief Executive Officer (CEO), the Senior Manager of Administration and Support Services will be a key leadership team member responsible for managing the administrative functions of the Society and providing overall guidance and management to the assigned programs to achieve agreed upon action plans and long-term strategic objectives. This role will involve overseeing human resources, while adhering to relevant regulations, ensuring reliable service delivery to seniors and providing strategic support to the CEO and other senior leaders to ensure the smooth and efficient functioning of the organization.

Key Responsibilities

Administrative, HR, IT, Purchasing, Office and Training:

- Oversee the daily operations of the Administration Department, ensuring efficient and effective support for the organization's programs and services.
- Manage the administrative team, providing guidance, support, and professional development opportunities.
- Oversee the arrangement of training opportunities for the staff teams.
- Provide leadership and oversight of the human resources function, including recruitment, employee relations, and performance management.
- Ensure HR policies and practices align with organizational goals and comply with relevant laws and regulation.
- Ensuring our office space is well maintained and necessary tools are available for full functionality for the day to day service delivery.



- Manage the Society's IT infrastructure, ensuring that technology systems support operational needs and they are secure and up-to-date.
- Work with IT providers to implement system enhancements and troubleshoot issues.

Board Support:

- Serve as a key liaison between the Board of Directors and the organization's staff.
- Provide administrative support to the Board, including preparing reports, scheduling meetings, and maintaining records.
- Assist with the membership related administration tasks and communication.

Support Services:

- Oversee the Support Services team and practicum students (when assigned)
- Manage all client relations, ensuring clients receive services in a fair and consistent manner and that client files are accurate and current.
- Develop, coordinates, and maintains all programs including implementation plans and day to day operations within the areas of responsibility.
- Oversee volunteer management.
- Assist with grant writing and outcome reports on behalf of the Society.
- Represent the Society at various committees across the Greater Vancouver Region and act as ambassador and expert on seniors' issues, and
- Ensure the client database is maintained and report statistics for the programs, as necessary.
- Effectively communicate with the community members to promote the programming and services of the society.
- Regularly evaluate programs by soliciting feedback from the clients, staff members of the housing provider and external service providers.

Leadership:

- Collaborate with the CEO and other senior leaders to develop and implement organizational strategies.
- Provide financial analysis on the assigned programs to aid in the development of programs and initiatives.
- Ensure compliance with all relevant laws, regulations, and policies, particularly in relation to HR, and non-profit operations.
- Serve as the primary point of contact for administrative, and IT matters, both internally and externally.
- Foster strong relationships with funders, donors, and other key stakeholders, ensuring successful operations of the Society.



Other duties as assigned based on the operational requirements.

Qualifications:

- 5+ years of experience in a managerial role
- Bachelor's degree in Business Administration a definite asset or a combination of other areas of education and experiences in a related field
- Human Resource Experience
- Familiarity with Not-for-Profit standards
- Proficiency in Microsoft Excel
- Excellent organizational and communication skills
- Ability to handle confidential information and maintain the highest ethical standards.
- Ability to communicate proactively with stakeholders at various levels across Canada.
- Strong ability to communicate complex topics to CEO and senior management.
- Strategic thinking and exceptional problem-solving skills to balance short term requirements with long term organizational goals.
- Excellent attention to detail and accuracy.

Job Details:

This is a full-time position – 37.5 hours per week, with the core working hours of Monday to Friday, 8:30am - 4:30pm, some evenings and weekends as needed.

Compensation:

Salary will depend on the applicant's qualifications, experiences, and skillset.

Range of pay: \$64,350 annually – \$70,200 annually based on experience and skillsets.

Paid time off between Christmas and New Year, Day off on birthdays, contribution towards training/wellness.

How to Apply:

Please submit your resume and cover letter via e-mail or fax only. **NO PHONE CALLS PLEASE.**

We thank for all applicants; however, only qualified candidates will be contacted. OPEN UNTIL FILLED.

Contact: Alison Silgado, CEO

Email: alison@sssbc.ca