

Manager of Administrative Services

Are you a master juggler? Ready to expertly juggle the demands of supervising a dynamic team, overseeing **comprehensive administrative and facilities management**?

Have you mastered the art of administrative excellence, **transforming operational efficiency** and team performance?

Are you ready for your next leadership opportunity and keen to **lead** and **innovate** in a role where a strategic approach to excellence directly supports **operational success**?

If you answered “YES” then we have an incredible opportunity for you!

The Opportunity

The **Manager of Administrative Services** plays a pivotal role in the operational backbone of our organization, overseeing a broad range of critical operational administrative functions to ensure smooth day-to-day operations of the agency and efficient administrative practices. The Manager holds responsibility for the effective management, operation, and development of administrative-related functions in specific areas including Supervisory, Administrative, Facilities Management, and Communications and Fundraising Coordination.

This role demands a blend of leadership, strategic planning, and hands-on execution to ensure the smooth running of our administrative functions. Your expertise will directly impact the efficiency, effectiveness, and day-to-day operations of our organization.

The ideal candidate we are seeking is tenacious, energetic, resourceful, and self-directed. They are highly organized with demonstrated attention to detail and a keen ability to multi-task, prioritize, delegate effectively, and work under pressure. They are adaptable, flexible, and responsive to changing needs. A real team player with developed leadership skills.

Key Responsibilities:

Leadership and Supervision: Guide and oversee the administrative team, ensuring a professional and efficient working environment. You will be responsible for the recruitment, training, and performance management of your team, aligning their efforts with the organization's goals.

Operational Excellence: Drive the development and implementation of administrative policies and procedures, streamlining operations to enhance efficiency and compliance. Your oversight of day-to-day administrative tasks, from managing correspondence and supplies to coordinating office services, will be essential.

Strategic Support: Offer robust support to the Leadership Team and Board of Directors, contributing to the strategic direction of the organization. Your role in organizing meetings, preparing documentation, and managing special projects will facilitate informed decision-making and organizational effectiveness.

Privacy and Compliance: Act as the Privacy Officer, ensuring that all practices are in line with relevant legislation and standards, safeguarding our clients' and organization's data integrity.

Facility Management: Ensure our facilities are safe, functional, and conducive to our staff and clients' needs. This includes managing maintenance activities, liaising with landlords, and overseeing lease agreements.

Supply Chain Management: Oversee the procurement and management of supplies and equipment, ensuring operational needs are met efficiently and within budget.

Communication and Fundraising: Develop and implement communication strategies to elevate our organization's profile and support internal cohesion. You will also play a crucial role in identifying funding opportunities and maintaining donor relations to support our mission.

What do I need to succeed?

- Completion of a post-secondary undergraduate degree in Business Administration, Management, or related field
- 3 – 5 years proven leadership experience in administrative management, with a track record of supervising and developing high-performing teams
- Exemplary interpersonal and communication skills verbal and written
- Highly developed time management, prioritization and organizational skills
- Ability to solve problems and take initiative within the scope of the role
- Excellent proficiency in the use of personal computers, mobile devices, standard business and productivity software (i.e. Microsoft Office).

Nice to haves:

Experience in the following areas would be preferred:

- Managing in a unionized environment
- Facilities management
- Privacy legislation, requirements, and compliance
- Governance support and governance best practices
- Communication best practices including social media channels

If you are excited about this opportunity, please send your resume and cover letter (in a pdf document) to recruiting@ahria.ca.

We look forward to hearing from you!

About Us

Dale Brain Injury Services (DBIS) is a not-for-profit agency that is an internationally recognized community-based rehabilitation organization that provides exceptional services to individuals and families living with the effects of an acquired brain injury. The objective of all our services is to work with each client to maximize their potential for independence, reintegration into the community, participation in meaningful activities and positive relationships. Simply put:

We build futures.

At DBIS we provide a continuum of high quality, client-centered services to persons affected by an acquired brain injury. DBIS offers a variety of programs to meet the diverse needs of families including, Group Services, Assisted Living, Community Transitional Services and Respite programs for individuals living with an acquired brain injury. Some of our programs operate 24/7, 365 days of the year. By providing services that are accessible, evidence-based, and responsive to the changing needs of our clients, our community, and our partners, we support individuals to maximize their strengths and live healthy, meaningful lives.

DBIS is committed to building and sustaining a diverse, inclusive, and equitable working environment for all clients, students, staff, and volunteers. We believe all team members enrich their diversity by exposing them to a broad range of ways to understand and engage with the world.

What We Offer:

In addition to providing fulfilling work and a flexible work environment, DBIS believes that everyone should share in the team's success in a material way. They offer:

- A supportive, collaborative work environment
- Competitive compensation and benefits package
- Flexible schedule
- Employee Assistance Program
- Employee discounts and perks program
- Continuous learning and development opportunities
- Mileage reimbursement

We thank all applicants for their interest however, only those selected for an interview will be contacted. If you require accommodation(s), please indicate when applying. Accommodations are available on request for candidates taking part in all aspects of the selection process. We are committed to an equitable, inclusive, barrier-free recruitment and selection process.

Dale Brain Injury Services is committed to building and fostering an environment where the team feels included, valued, and heard. We believe that a strong commitment to diversity, equity, and inclusions enables them to make the world better for everyone. We welcome applications from Black, Indigenous, people of colour, racialized persons, people living with disability, 2SLGBTQ+

persons, and/or people with intersectional identifies. DBIS provides equal employment opportunity for all applicants, where the rights of all individuals and groups are protected.