



## **Program and Operations Manager**

The Saskatchewan Band Association (SBA) is dedicated entirely to the development, support and promotion of bands and band musicians throughout the province. We work with and support school and community bands, individual musicians, small ensembles, band parent/booster groups, educational institutions and industry to ensure Saskatchewan residents have long-term access to band's valuable cultural and community contributions. As a Policy Governance organization, our overall Ends are set by a volunteer Board of Directors with strategic and operational planning lead by our CEO. We owe our success to our dedicated volunteers, staff and community leaders and to the ongoing creativity and mission clarity encouraged by our governance structure. The SBA strives to reflect the diversity of our province in its programs, services and staffing.

To help maintain and grow our impact even further, we are seeking a full-time, experienced program and operations manager to oversee daily activities. SBA operations encompasses programs, events and services delivered in furtherance of our overall Ends and Mission.

The ideal candidate will have a sharp business mind with proven success managing multiple programs, projects and events for maximum impact. This person will be highly skilled in program development, delivery and evaluation while also having direct experience with event management, budget development, human resources and IT system coordination. An excellent leader, the ideal candidate will be able to inspire, coordinate and support staff and/or operational volunteers in all facets of program and service delivery.

The Program and Operations Manager must be able to work independently and as an integral part of a small team; developing and maintaining an environment of trust, productivity, diversity, and inclusion within the operations team.

## **Objectives of this role**

- Increase the efficiency of existing processes and procedures to enhance the SBA's service capacity
- Deliver and improve program and operational initiatives that adhere to organizational objectives, ensuring activities remain on time and within budget
- Maintain organizational standards of satisfaction, quality, and performance
- Ensure sufficient and valid data collection to support program and operations development or evaluation
- Maintain constant communication with CEO, operations personnel and vendors to ensure effective operations of the SBA
- Ensure all operations present the SBA in a professional and positive manner
- Ensure CEO has sufficient, timely and accurate data reporting to support their strategic development work, governance role and overall organizational oversight.

## **Responsibilities**

- Lead, motivate, and support a variety of staff, project and volunteer teams within a time-sensitive and multi-faceted environment, including inter-connected projects and issue resolution
- Ensure successful and quality delivery of all programs, events and services while identifying data-based opportunities for improvement and future development
- Monitor program and project budgets to ensure revenue and expense accuracy and overall budget compliance
- Manage data collection for the updating of metrics to achieve productivity targets, maximize organizational effectiveness, enhance promotion and communication, and ensure excellent customer service delivery
- Develop, oversee and enhance operational policies and procedures; establish processes where needed or requested by the CEO
- Work closely with the CEO to ensure that operational activities remain consistent with Board established Ends, existing and potential funder commitments and partnerships

## **Required skills and qualifications**

- Three or more years of proven success in an operations or project management role

- Exceptional skills in leadership, time management, facilitation, and organization
- Proven experience in successful program and/or event delivery management, preferably with some experience in volunteer or non-profit organizations
- Excellent communication skills overall with proven abilities in written communications
- Demonstrated skills in budget development and oversight
- Excellent ability to delegate responsibilities while maintaining organizational control of operations and customer service
- Experience with performance evaluation processes, report writing and/or grant funding
- Strong aptitude for learning new applications and researching solutions to developing technology-based needs
- Working knowledge of cloud-based management software programs, including Dropbox, MailChimp or Constant Contact, and online CRM systems like Wild Apricot

## **Preferred skills and qualifications**

- Bachelor's degree (or equivalent) in operations management, project management, business administration, or related field
- Strong IT and program evaluation skills
- Multiple years of budget management and financial reporting experience
- Ability to communicate in more than one language

## **Position Details**

The Program and Operations Manager is a full-time position based on a 35 hours per week average. Due to the nature of non-profit program and service delivery, the successful candidate must be comfortable with a flexible schedule which includes some evenings and weekends.

This opportunity can be either a contract for service or an employee position dependant on the skills and qualifications of those interested. The position is based in Regina and, while the SBA is supportive of remote work where feasible, the selected individual must be prepared to work from the SBA office when necessary or requested.

## **Application Process**

As an equal opportunity employer, the Saskatchewan Band Association invites applicants to submit a cover letter, resume and references along with their expected salary/contract fee range for the position via email by September 17, 2023 to:

Suzanne Gorman

[ceo@saskband.org](mailto:ceo@saskband.org)

The SBA thanks all who apply for the position. Only those selected for an interview will be contacted.