



Opportunity Profile

SENIOR DIRECTOR OF OPERATIONS
FOOD FOR THE HUNGRY CANADA

NELSON/KRAFT
AND ASSOCIATES

EXECUTIVE SUMMARY

Food for the Hungry Canada is looking for a Senior Director of Operations to provide strategic leadership to the critical internal processes of the organization.

The Senior Director of Operations focuses on architecting operational strategies that execute on Food for the Hungry Canada's business plans, ensuring the internal essential service operations are together achieving goals, and exceptional behind-the-scenes services to our supporters. This position focuses on overseeing the day-to-day administrative and operational functions of the organization assuring optimal productivity and regulatory compliance. The Senior Director of Operations provides leadership oversight to all internal operations including but not limited to the Finance, Human Resources, Administration, Sponsorship Services, and Technology functions of the organization. This position is an active participant in the Senior Leadership Team (SLT).

If you are a highly relational executive with a background in finance and a skillset in strategic planning, we would love to hear from you.





WHO WE ARE

OUR PURPOSE

To end poverty one community at a time.

OUR PROMISE

To graduate communities out of poverty in ten years.

Food for the Hungry is a Christian non-profit organization dedicated to ending poverty - one community at a time. With partners like you, FH walks alongside the most vulnerable communities throughout the developing world as they strive toward sustainability. Recognizing that each community faces unique challenges as well as advantages, FH is committed to an integrated, holistic approach to development including priorities such as agriculture, education, health, and gender equality.

WE'RE DIFFERENT BECAUSE...

- We address the root issues of poverty. Sometimes people get stuck. A community can't progress until its people understand what is holding them back. Everyone has God-given value and potential so we begin with changing how they see themselves and the world around them.
- This is community owned development. At the core of our activities is our belief in "walking with" rather than "doing for." Community leaders are intentionally involved in the creation of grass roots solutions to poverty.

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- We see the big picture. We don't do just one thing. Ending poverty is complicated and it takes more than food or clean water for a community to thrive.
 - We hire locally. Over 98% of the 3,000 FH staff members are citizens of the countries where they work. They're from there; they get it.
 - We leave. After about a decade, a community graduates and we transition from coaches to the sidelines. Since 1994, Canadians have helped 63 communities move from being stuck to self-sustaining. These communities are then in turn reaching out to their neighbours.

OUR VALUES

- God is our foundation. We are motivated by Christ's love to walk with the most vulnerable around the world until they thrive. The Church plays a central role in many of the communities we work alongside and faith is an important part of a sustainable future.
- Relationships first. We recognize that people are at the end of every decision and make that responsibility our priority.
- Commitment to Service. Helping others is part of our DNA. We apply that philosophy as we walk with communities around the world, our co-workers, and amazing donors like you!
- Invest wisely, focusing on results. We strive to make wise, long-term decisions with your generous donations to meet our goal of graduating communities out of poverty in ten years.

KEY RESPONSIBILITIES

- Participates in strategic planning for the organization. Provides leadership and consulting support to executives and management on matters of reinforcing culture, setting goals, developing policy, and implementing strategic objectives.
- Ensures internal operations are running with the highest level of efficiency, identifying areas that need improvement and resolves issues as they arise.
- Translates strategy into actionable goals for performance and growth, helping to implement FH-wide performance management, goal setting, and annual operating planning.
- Ensures financial and legal compliance and risk management for all activities FH Canada is engaged in. Stays abreast of emerging trends in the charitable sector.
- Monitors and analyses FH business and financial performance and establishes corrective measures as needed, preparing detailed reports, both current and forecasting.
- Designs and monitors strategy for long-term financial sustainability.



- Oversees the HR functions, ensuring legal compliance with Employment Standards and that systems support a highly engaged and activated workforce.
- Motivates, coaches, and develops a team to ensure the best results. Strategically ensures that FH provides a work environment conducive to achievement and growth.
- Ensures the implementation and integration of comprehensive IT strategies that increase FH's efficiencies.
- Ensures the National Office operates efficiently, overseeing lease management, vendor relationships, and supply inventory levels.
- Provides leadership to and supports FH Canada's Child Sponsorship program and Supporter Services department, ensuring that data and donation processing functions are running smoothly and effectively.



SKILLS & QUALIFICATIONS

- University degree in Business/Accounting, with advanced degree or professional finance designation (such as CFO, CA, CPA, CGA, CMA, CMT) preferred.
- 10+ years of relevant operations experience.
- Broad knowledge in all areas of Operations listed above, with specialties or deep knowledge in two or more of the following areas: Finance, Systems & Technology, and Human Resources.
- Understands our international charity business and sector and key business drivers for performance.
- Fantastic communication skills - written and verbal. Influences, motivates, and empowers staff to work towards a common goal and achieve greatness.
- Effortlessly builds and maintains productive, cooperative relationships with internal and external stakeholders.
- Demonstrates experience examining and interpreting a wide variety of data/information and makes recommendations or decisions.

OUR SEARCH TEAM



MARK KRAFT
LEADING THE SEARCH

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Mark is a trusted and sought-after executive search leader, with over 20 years of combined experience in the public and private sectors. Bringing a deep level of care and commitment to his clients, Mark has successfully led over 100 executive talent searches across Canada, for roles ranging from CEO to CFO, to COO. With his breadth and depth of experience, Mark has become a respected advisor and go-to expert for non-profit, charity, and faith-based organizations looking to source top executive talent.



JEFF PITCHFORD
SUPPORTING THE SEARCH

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Jeff is an accomplished Senior Executive, with over 25 years of leadership experience across the chemical manufacturing and food processing industries. He wears many hats including Business Consultant, Executive Coach, Board Member, Forum Chair and Birkman Certified Professional. Jeff specializes in leadership development and team-based business success. He is passionate about developing leaders and building high performance teams.



KEITH KNIGHT
SUPPORTING THE SEARCH

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Keith has a long career in leadership development, communications and marketing. Over the past decade he served as Executive Director of the Canadian Christian Business Federation, a national network of Christian business and professional leaders. He inherited a small group of business leaders consisting of seven chapters in southern Ontario and grew the organization into a national network of 70 chapters with a database of 6,500 business and professional leaders, including about 80 Christian non-profits. He thrives on relationship-building, discovering organizational and individual needs.

ESTIMATED SEARCH TIMELINE

While every search is dynamic and time frames are hard to predict, the following is an overview of the expected timeline for this search:

Location: Abbotsford, BC

Application Deadline: August 17, 2022

Short List Interviews: Late August

Start Date: Fall 2022

HOW TO APPLY

Please forward a PDF of your resume and cover letter to info@nelsonandkraft.com.

Nelson/Kraft & Associates Inc. is an executive consulting firm that specializes in working with not-for-profits and for-profit businesses across Canada, assisting them in the placement of senior executives and directors.

Nelson/Kraft & Associates Inc. welcomes and encourages all interested applicants to apply for this position and is committed to the principles of diversity and inclusion in its hiring practices, and will only make distinctions among interested applicants in accordance with the applicable Human Rights legislation.

Nelson/Kraft & Associates Inc. also welcomes and encourages applications from candidates with disabilities. Accommodations are available on request for candidates taking part in the selection process. If you require disability-related accommodation during the recruitment process, please contact us.