



## JOB POSTING

**POSTING #:** 2025-21

**POSITION TITLE:** MANAGER, EXECUTIVE OFFICE AND FACILITIES OPERATIONS

**SALARY:** \$84,241- \$97,760.00

### THE OPPORTUNITY

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*Learn more about Eva's Initiatives and the work that we do.*

[About Us - Eva's Initiatives for Homeless Youth \(evas.ca\)](#)

### **Role Overview**

The Manager, Executive Office and Facilities Operations is a critical member of EVA's management team, directly supporting the Executive Director (ED) and overseeing facility operations across EVA's sites. This position ensures the seamless functioning of the Executive Office while driving efficiency, consistency, and accountability in the management of EVA's facilities, enabling the organization to deliver its mission of supporting youth experiencing or at risk of homelessness.

The role is responsible for ensuring all administrative, governance, and stakeholder engagement activities of the Executive Office are delivered with excellence and precision. The Manager provides advanced support to the Executive Director, coordinates all governance-related activities with EVA's Board of Directors and Committees, and ensures consistent executive-level communications and reporting.

In parallel, the position oversees EVA's facilities operations across all sites (Eva's Place, Eva's Satellite, Eva's Phoenix, and YOUTH Belong properties), ensuring that safety, maintenance, space utilization, and administrative standards are consistently applied. The Manager partners closely with internal stakeholders, vendors, and external partners to ensure facilities are well-maintained, compliant, and aligned with EVA's strategic and operational needs.

This position requires exceptional organizational, project management, and communication skills, along with the ability to manage multiple priorities, anticipate issues, and deliver solutions proactively. The Manager reports directly to the Executive Director and ensures that the Executive Office and EVA's facilities operations operate efficiently, securely, and in alignment with organizational goals.

### **Expectations**

The Manager, Executive Office and Facilities Operations is expected to:

- Serve as the central coordinator for the Executive Director's office, ensuring deliverables, commitments, and communications are managed to the highest standards.
- Oversee all governance functions, ensuring EVA's Board and Committees are effectively supported, and all documentation, materials, and records are accurate, timely, and accessible.
- Ensure facilities across all EVA sites are safe, operationally efficient, and aligned with EVA's health, safety, and equity requirements.
- Drive administrative consistency across all locations by developing and enforcing efficient protocols and practices.
- Demonstrate proactive problem-solving, balancing priorities of the Executive Office with organizational operational needs.

## RESPONSIBILITIES

### Executive Office Management

- Manage all services and functions of the Executive Office, including scheduling, calendar management, travel, logistics, and administrative processes for the ED and Senior Director of Programs & Services.
- Plan and oversee Board and Committee meetings: preparing agendas, coordinating logistics, distributing materials, taking minutes, and ensuring accurate recordkeeping.
- Maintain the stakeholder registry and manage all communications on behalf of the ED, including with Board members, funders, donors, government partners, and community leaders.
- Coordinate tracking and reporting requirements for City contracts, ensuring motions and approvals are brought to the Board in compliance with governance requirements.
- Oversee processing of executive office administrative expenses and ensure effective use of resources.
- Lead the development and implementation of efficient administrative practices across EVA's sites.

### Facilities Operations Oversight

- Oversee the operations, safety, and maintenance of EVA's facilities (Eva's Place, Eva's Phoenix, Eva's Satellite, YOUth Belong properties).
- Partner with the Sr. Manager, Facilities & Safety and site leaders to ensure facility compliance with health, safety, and accessibility standards.
- Implement consistent facilities management protocols across sites, ensuring alignment with organizational goals.
- Monitor and coordinate vendor contracts, repairs, and maintenance schedules to minimize disruptions and maximize efficiency.
- Support strategic planning and resource allocation for EVA's facilities, ensuring they meet the evolving needs of programming and youth services.

### Project and Stakeholder Management

- Manage multiple projects and assignments simultaneously, ensuring deliverables are clearly defined, prioritized, and achieved.
- Lead special projects assigned by the Executive Director, including cross-functional initiatives requiring collaboration with internal and external stakeholders.
- Provide staff support to Board and Committee initiatives and other organizational projects as required.

## Key Accountabilities

- Efficient and professional delivery of all Executive Office functions, ensuring the ED's time and commitments are maximized for mission impact.
- On-time delivery of Board and Committee logistics, agendas, and materials, with accurate minutes and records maintained.
- Compliance with governance and contract reporting requirements, ensuring motions and reports are delivered to the Board for approval.
- Safe, well-maintained, and compliant facilities across all EVA sites.
- Consistent administrative and facility practices applied across EVA's locations.
- Positive and timely communications with internal and external stakeholders, enhancing EVA's reputation.
- Delivery of assigned projects within scope, timeline, and budget.

## Key Metrics

### Category Overview

Category	Weight
Governance & Board Support	25%
Executive Office Effectiveness	25%
Facilities Operations	25%
Stakeholder Engagement	15%
Project Management	10%

### 1. Governance & Board Support (25%)

#### On-Time Board/Committee Deliverables %

- Formula:  $(\text{Materials delivered on time} \div \text{Total materials due}) \times 100$
- Target:  $\geq 95\%$
- Frequency: Quarterly

#### Minutes Accuracy %

- Formula:  $(\text{Minutes requiring no corrections} \div \text{Total minutes}) \times 100$
- Target:  $\geq 95\%$
- Frequency: Quarterly

### 2. Executive Office Effectiveness (25%)

#### Calendar Deliverables Met %

- Formula:  $(\text{Tasks/meetings delivered on schedule} \div \text{Total scheduled tasks/meetings}) \times 100$
- Target:  $\geq 95\%$
- Frequency: Monthly

#### Task Completion Timeliness %

- Formula:  $(\text{Tasks completed within deadline} \div \text{Total tasks due}) \times 100$
- Target:  $\geq 90\%$
- Frequency: Monthly

#### Contract & Reporting Compliance %

- Formula:  $(\text{Reports/motions delivered on time} \div \text{Total due}) \times 100$
- Target:  $\geq 95\%$
- Frequency: Quarterly

### 3. Facilities Operations (25%)

#### Safety Compliance Rate

- Formula:  $(\text{Sites fully compliant with safety standards} \div \text{Total sites}) \times 100$
- Target: 100%
- Frequency: Monthly

#### Maintenance Resolution Timeliness %

- Formula:  $(\text{Work orders resolved within agreed SLA} \div \text{Total work orders}) \times 100$
- Target:  $\geq 90\%$
- Frequency: Monthly

#### Cost Efficiency Variance %

- Formula:  $(\text{Actual facilities spend} - \text{Budgeted spend}) \div \text{Budget} \times 100$
- Target:  $\pm 2\%$
- Frequency: Monthly

### 4. Stakeholder Engagement (15%)

#### Stakeholder Responsiveness %

- Formula:  $(\text{Responses within 2 business days} \div \text{Total stakeholder inquiries}) \times 100$
- Target:  $\geq 95\%$
- Frequency: Quarterly

#### Stakeholder Satisfaction (NPS)

- Formula:  $\% \text{ Promoters (score 9–10)} - \% \text{ Detractors (score 0–6)}$
- Target:  $\geq 80\%$
- Frequency: Semi-annual

### 5. Project Management (10%)

#### Projects Delivered On Time & Budget %

- Formula:  $(\text{Projects completed on time and within budget} \div \text{Total projects}) \times 100$
- Target:  $\geq 90\%$
- Frequency: Quarterly

#### Cross-Functional Project Completion %

- Formula:  $(\text{Cross-departmental projects with all milestones achieved} \div \text{Total assigned projects}) \times 100$
- Target:  $\geq 85\%$
- Frequency: Quarterly

## Key Meetings

### 1. Weekly ED Office Sync

Attendees: Executive Director (chair), Senior Director of Programs & Services, Manager, Executive Office & Facilities Operations

Roles/Responsibilities:

- Executive Director (chair): Confirm weekly priorities, delegate tasks, and align expectations.
- Senior Director of Programs & Services: Provide updates on program-related commitments requiring ED involvement.

- Manager, Executive Office & Facilities Operations: Present ED's calendar overview, pending deliverables, stakeholder communications, and governance requirements.

Agenda:

- Review ED's weekly calendar and priority deliverables.
- Confirm outstanding Board/Committee actions and reporting timelines.
- Align stakeholder meetings, briefings, and materials needed.
- Identify potential scheduling conflicts or risks and propose solutions.

Outcome:

- Finalized ED calendar and action tracker for the week.
- Confirmed responsibilities for preparation of materials and follow-ups.
- Risk log updated with mitigation actions for scheduling or governance issues.

## 2. Monthly Board Preparation & Governance Review

Attendees: Executive Director (chair), Manager, Executive Office & Facilities Operations, Board Secretary (if applicable)

Roles/Responsibilities:

- Executive Director (chair): Approve agenda and materials for distribution.
- Manager, Executive Office & Facilities Operations: Draft, compile, and distribute agenda, materials, and minutes; maintain stakeholder registry; ensure motions are aligned with governance requirements.
- Board Secretary: Provide input on Board compliance and assist with records management.

Agenda:

- Review upcoming Board and Committee meeting schedules.
- Confirm all required motions and supporting materials are prepared.
- Finalize agenda and distribute to Board and Committee members.
- Confirm logistics (venue, technology, travel, catering).
- Review action log from previous meetings for status updates.

Outcome:

- Approved agenda and finalized Board/Committee materials distributed at least one week in advance.
- Updated governance tracker reflecting motions, actions, and decisions.
- Confirmed logistical readiness for all Board and Committee meetings.

## 3. Weekly Facilities & Safety Check-in

Attendees: Manager, Executive Office & Facilities Operations (chair), Sr. Manager, Facilities & Safety, Site Managers (Eva's Place, Phoenix, Satellite, YOUth Belong)

Roles/Responsibilities:

- Manager, Executive Office & Facilities Operations (chair): Drive consistency of practices across facilities; escalate issues to ED if required.
- Sr. Manager, Facilities & Safety: Present facility compliance reports, maintenance updates, incident reports.
- Site Managers: Highlight facility-related risks, operational constraints, and space utilization needs.

Agenda:

- Review safety incidents, near-miss reports, and corrective actions.
- Check compliance with health, safety, and accessibility standards across sites.
- Review outstanding maintenance requests and vendor performance.

- Align facility needs with upcoming program activities or expansions.
- Confirm cross-site consistency of administrative and facility practices.

Outcome:

- Updated Facility Operations Tracker with incidents, resolutions, and deadlines.
- Confirmed alignment of maintenance and safety actions across all sites.
- Escalated unresolved or high-risk facility issues to the ED for resolution.

#### **4. Monthly Cross-Site Administration Consistency Review**

Attendees: Manager, Executive Office & Facilities Operations (chair), Site Administrators, Sr. Manager, Facilities & Safety

Roles/Responsibilities:

- Manager, Executive Office & Facilities Operations (chair): Lead alignment on protocols, monitor adherence, and assign corrective actions.
- Site Administrators: Report on administrative processes, challenges, and local practices.
- Sr. Manager, Facilities & Safety: Ensure facility practices are consistent with health & safety standards.

Agenda:

- Review and align administrative protocols across EVA sites.
- Share best practices and identify areas of inconsistency.
- Confirm compliance with organizational policies for finance, HR, and facilities.
- Address gaps in vendor management, supplies, or documentation processes.

Outcome:

- Updated Administrative Consistency Matrix shared across all sites.
- Action items assigned to site administrators with deadlines.
- Improved alignment across sites, ensuring efficiency and compliance.

#### **5. Quarterly Facilities Planning & Strategy Review**

Attendees: Executive Director (chair), Manager, Executive Office & Facilities Operations, Sr. Manager, Facilities & Safety, Senior Director of Programs & Services, Site Managers

Roles/Responsibilities:

- Executive Director (chair): Provide strategic direction and approve major facility-related investments or changes.
- Manager, Executive Office & Facilities Operations: Present consolidated facility operations analysis, identify long-term needs, and propose plans.
- Sr. Manager, Facilities & Safety: Provide updates on compliance, safety, and environmental standards.
- Site Managers: Report on local facility challenges, opportunities, and capacity constraints.
- Senior Director of Programs & Services: Align facility requirements with programmatic priorities.

Agenda:

- Review quarterly facility performance (safety, maintenance, utilization).
- Assess alignment between facilities and program delivery needs.
- Identify capital investment requirements, vendor contracts, and long-term facility risks.
- Confirm budgetary alignment for facility upgrades, maintenance, or expansion.
- Develop facility strategy for upcoming 6–12 months.

Outcome:

- Approved Facility Strategic Plan with clear actions, budgets, and owners.
- Capital and operational investment priorities documented and assigned.
- Facility capacity aligned with upcoming program expansions or changes.

## QUALIFICATIONS

- Post-secondary degree or diploma in business administration, public administration, management, or a related field (or an equivalent combination of education and relevant experience).
- Minimum 5–7 years of progressively responsible experience in executive administration, governance, operations, or facilities management.
- Demonstrated experience providing senior-level support to executive leadership, boards of directors, or governance committees.
- Experience coordinating facilities operations, including vendor management, office systems, and workplace safety, is an asset.
- Prior experience in the non-profit or public sector environment preferred.
- Strong knowledge of governance processes, board management, and committee coordination.
- Excellent organizational and project management skills, with the ability to manage multiple priorities under tight deadlines.
- Exceptional written and verbal communication skills, including the preparation of executive reports, briefings, and presentations.
- Advanced proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and experience with board/committee management tools or platforms (Boardable, ClickUp).
- Strong problem-solving and decision-making skills with sound judgment, discretion, and diplomacy.
- Knowledge of office operations, vendor negotiation, facilities safety, and emergency preparedness practices is an asset.
- High level of professionalism, integrity, and confidentiality in all aspects of work.
- Strong interpersonal and relationship-building skills with the ability to engage effectively with senior leaders, board members, staff, and external stakeholders.
- Demonstrated leadership ability, with experience mentoring or supervising staff or contractors.
- Adaptability and resilience in navigating competing demands and organizational changes.
- Commitment to equity, diversity, and inclusion in organizational practices and stakeholder engagement.
- Certification: Toronto Shelter Standard (TSS), CPR/First Aid

## APPLY

Submit a cover letter and resume in one PDF document by **October 7, 2025** to [careers@evas.ca](mailto:careers@evas.ca). Be sure to indicate **2025-21 Manager, Executive Office and Facilities Operations** in the title. No phone calls, please.

## CONDITIONS OF EMPLOYMENT

<https://www.evas.ca/conditions-of-employment/>

## LAND ACKNOWLEDGEMENT

<https://www.evas.ca/land-acknowledgement/>

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### **Eva's Initiatives for Homeless Youth**

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