



# **JOB POSTING**

**Director, Facilities & Operations**  
**(Internal/External)**  
**Full-Time | Job #26-13**

## **ELIGIBILITY TO APPLY**

Any qualified candidates are invited to apply for this vacancy.

## **VACANCY STATUS**

This posting is for an existing vacancy.

## **ABOUT THE 519**

The 519 creates space for change, advancing 2SLGBTQ+ equity, justice, and community well-being in Toronto and beyond. Through our integrated model of service, space, and leadership, we work alongside communities to respond to immediate needs while driving long-term social transformation.

## **ABOUT THE ROLE**

Reporting to the Head of Organizational Services, the Director of Operations provides strategic and operational leadership for The 519's facilities, administrative, and food / catering services and related functions. This role ensures that the organization's physical infrastructure, operational systems, and service delivery environments are safe, compliant, efficient, and aligned with organizational priorities and community needs.

As a member of the management team, the Director of Operations contributes to organizational strategy, operational planning, policy development, enterprise risk management, and performance monitoring. The role ensures that The 519's building, public-facing systems, and internal operational supports enable high-quality program delivery, community access, and long term organizational sustainability.

The Director of Operations plays a critical role in balancing operational excellence with The 519's commitment to accessibility, equity, and harm reduction in a high-volume, community-centered environment.

## **KEY RESPONSIBILITIES**

### **Facilities & Property Management**

- Provides strategic oversight and leadership for all facilities and property management functions, ensuring a safe, functional, clean, well-maintained environment aligned with organizational priorities.
- Oversees all building systems including fire and life safety, HVAC, elevators, security infrastructure, and contracted technical services including developing business continuity plans for all critical organizational infrastructure.



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- Develops and implements short and long-term preventative maintenance programs, and lifecycle asset management strategies working with a range of departments in the City of Toronto.
- Leads facilities and operations procurement processes including RFPs/RFQs, vendor selection, contract negotiation, and performance management in alignment with The 519 Procurement Policy and City of Toronto requirements.
- Leads small capital projects, renovations, and infrastructure upgrades, ensuring delivery on time, within scope, and within budget including coordinating with internal stakeholders and external consultants (architects, engineers, etc.).
- Ensures compliance with all applicable legislation and standards, including Occupational Health and Safety Act, AODA, Collective Agreements, public health regulations, and relevant municipal policies.
- Establishes and monitors facilities-related KPIs (e.g., maintenance response times, compliance metrics, downtime, costs).
- Leads risk identification, incident response, and mitigation strategies related to building operations, ensuring proper documentation, reporting, and continuous improvement.
- Oversees emergency preparedness planning, including business continuity, disaster recovery, and evacuation protocols.
- Develops and manages facilities-related operating and capital budgets, including lifecycle costing and long-term asset planning.

## **Administrative & Space Management Services**

- Provides leadership for operations including reception, room bookings, space allocation, and community-facing service functions including supporting staff capacity to deliver high quality services standards.
- Develops and implements service standards, workflows, and accountability frameworks to ensure consistent, professional, accessible, equitable service delivery.
- Oversees space utilization planning, ensuring alignment with program needs, community access priorities, and revenue opportunities.
- Ensures effective systems for data collection, reporting, and analysis related to space usage, service volumes, and operational performance.
- Oversees inventory control, asset management, kitchen and office procurement, and records management systems.
- Identifies opportunities to improve operational efficiency through process optimization, digitization, and system enhancements.
- Supports revenue optimization through effective space utilization, rental coordination, and pricing strategies aligned with organizational goals.

## **Community Environment & Equity-Centered Operations**



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- Ensures operations are responsive to a high-access, community-based environment serving diverse and marginalized populations, including street-involved communities.
- Works collaboratively with program and security teams to maintain a safe, welcoming, and inclusive space including developing enhanced access to information and referrals.
- Applies principles of harm reduction, accessibility, anti-oppression, and dignity in operational decision-making.
- Supports consistent implementation of building use and community access policies while balancing safety, access, and community needs.
- Addresses complex operational challenges with sound judgment, cultural competence, and trauma-informed approaches.

## **Food Services Operations**

- Provides strategic and operational oversight of food production and catering services, ensuring quality, compliance, and financial sustainability.
- Ensures compliance with all public health, food safety, and regulatory requirements.
- Oversees menu planning, procurement practices, marketing and pricing strategies, and cost controls.
- Monitors financial performance, including revenue generation, cost recovery, and operational efficiency.
- Ensures alignment between food services and organizational priorities, including program support, community access, and external rentals.
- Monitors financial performance, including revenue, cost recovery, margins, and budget adherence, ensuring sustainable operations.

## **Operational Leadership & Team Management**

- Provides leadership, supervision, and performance management for multidisciplinary teams within a unionized environment. Fosters a culture of accountability, collaboration, continuous improvement, and excellent public service.
- Ensures compliance with Collective Agreements, including scheduling, workload management, and grievance processes. Monitors and evaluates staff performance, approves salary increments, implements timely progressive disciplinary action in accordance with the Collective Agreement and City HR policies.
- Develops and implements operational policies, procedures, and standard operating practices.
- Leads workforce planning, including staffing models, training, and succession planning.
- Promotes cross-functional collaboration between operations, programs, finance, and security teams.

## **Information Technology/Telephony**



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- Manages the deployment of operational technology systems that support the whole organization, ensuring reliability, security, and alignment with organizational needs.
- Works in collaboration with external IT service providers to ensure effective delivery of IT infrastructure, including network systems, hardware, software applications, and user support.
- Ensures compliance with organizational policies and relevant legislation related to data security, privacy, and information management.
- Identifies opportunities to leverage technology to improve service delivery, operational efficiency, reporting, and user experience.
- Supports business continuity by ensuring appropriate IT safeguards, backups, and recovery processes are in place.
- Collaborates with Finance and leadership to align technology investments with operational priorities and budget planning.
- Oversees organizational mobile device management, including procurement, configuration, security protocols, usage policies, and cost control.

## **Financial & Budget Management**

- Exercises decision-making authority over operational priorities, resource allocation, and service delivery within approved budgets and organizational policies.
- Leads the development and management of annual operating budgets for facilities, administrative services, and food services, in alignment with organizational priorities.
- Contributes to small capital budget planning, including forecasting, prioritization, and multi-year infrastructure investments.
- Oversees cost control measures across all operational areas, identifying efficiencies while maintaining service quality and safety standards.
- Approves expenditures within delegated authority and ensures all spending complies with organizational policies.
- Works closely with Finance to support financial reporting, audits, and compliance requirements related to operational areas.
- Develops and monitors revenue-generating activities, including space rentals and catering services, ensuring cost recovery and financial sustainability.
- Ensures appropriate financial controls are in place for procurement, inventory and billing.

## **Organizational Context & Public Environment**

- Contributes to organizational strategic planning and annual operational planning processes.
- Supports the development and implementation of policies related to operations, facilities, and public use of space.
- Supports operational risk management processes, including identification, assessment, mitigation, and reporting.



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- Ensures alignment with City of Toronto expectations, funding agreements, and accountability frameworks.

## **SKILLS & EXPERIENCE**

1. Post-secondary education in facilities management, operations management, public administration, business administration, or a related field, or equivalent experience.
2. Minimum 7 years of progressive leadership experience in facilities, operations, in complex community service environments including demonstrated excellence in people leadership skills with the ability to coach, develop, and motivate teams.
3. Demonstrated experience managing multi-functional operational areas (facilities, administration, or similar).
4. Experience managing building systems, capital planning, and preventative maintenance programs.
5. Deep knowledge and understanding of 2SLGBTQ+ communities, with a strong understanding of intersectional equity, access, and inclusion in practice.
6. Experience managing procurement, vendor contracts, and service agreements.
7. Experience working in a unionized environment and applying Collective Agreements.
8. Strong knowledge of Occupational Health and Safety legislation and regulatory compliance.
9. Demonstrated experience managing operational budgets, capital budgets, and cost control.
10. Experience implementing KPIs, performance measurement systems, and reporting frameworks.
11. Strong project management skills, including capital projects and operational initiatives.
12. Proven ability to design and implement systems that improve efficiency, consistency, and accountability.
13. Excellent problem-solving, analytical, and decision-making skills.
14. Ability to lead in complex, high-demand environments with competing priorities.
15. Excellent communication and stakeholder management skills.
16. Strong collaboration skills across departments and with external partners.
17. Experience working in community-based or public-serving organizations is strongly preferred.
18. Familiarity with harm reduction, trauma-informed practice, and equity-based approaches is an asset.
19. Demonstrated ability to balance operational requirements with accessibility, inclusion, and community responsiveness.

## **POSITION DETAILS**



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<b>Position Status</b>	Full-Time, Permanent
<b>Union Status</b>	Non-Union - Management
<b>Salary Range</b>	\$87,800 – \$116,745/year (wage grade 6)
<b>Benefits</b>	Enrolled in health, dental, life and disability benefits from day one; Mandatory OMERS pension enrollment from day one.
<b>Hours of Work</b>	35 hours per week, with regular evening and weekend work
<b>Vacation</b>	3 weeks per year, pro-rated, to be used after first year of employment
<b>Location</b>	Due to the nature of the work, this job is primarily on-site with some flexibility for occasional remote work.

## APPLICATION INSTRUCTIONS

Email your cover letter and resume as one document to [Careers@the519.org](mailto:Careers@the519.org) no later than **April 20, 2026 at 11:59pm**. Please quote **Job #26-13** and your name in the cover letter and in the subject line of the email. For example, in the subject line write "Job 26-13 First Name Last Name". Please also share which pronouns you would like us to use when corresponding with you (directly and within The 519) in your email or your cover letter.

**Applicants are required to demonstrate in their resume that their qualifications match those specified in the job posting.**

*The 519 actively encourages applicants from all equity seeking groups. The 519 embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop, and retain highly talented employees from diverse backgrounds allowing us to benefit from a wide variety of experiences and perspectives. We thank all applicants. No agencies please.*

**Accommodation:** *The 519 is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. Disability-related accommodation during the application process is available upon request.*