



## **TRUE PATRIOT LOVE**

### **Chief Operating Officer**

#### **The Role**

Reporting to the CEO, the Chief Operating Officer (“COO”) will provide oversight and strategic counsel for the day to day operations at True Patriot Love (“TPL”). Working hand in hand with the CEO, the COO will be critical to the successful execution of the vision and goals of the organization, ensuring everyone is working together as a team and the processes that support the work of the staff are highly efficient. By measuring progress and adjusting processes accordingly, the COO keeps the entire organization on track.

The COO will provide direct support to the finance, HR, technology, events and granting functions while also providing administrative and strategic support to the rest of the team. Creating a cohesive and well-functioning team is a key part of this role.

The COO will monitor internal processes and identify and employ the most efficient methods of running the organization. As with all charities, the COO will be especially focused on how to increase revenue while reducing costs.

With the upcoming \$10M campaign in the works, more than ever, the role of COO will be a critical player in the success of the organization’s key objectives.

#### **About True Patriot Love**

True Patriot Love Foundation (TPL) is a national charity with the mission to inspire every Canadian to contribute to the resilience and wellbeing of our military and Veteran families. Since 2009, TPL has provided more than \$18 million to support 25,000 military families, including supporting more than 100 community-based programs across the country that address the unique challenges resulting from service including mental health, physical rehabilitation, transitioning to civilian life, and the special needs of children. In addition, TPL contributes to advancements in research and technology through their \$5 million commitment to the Canadian Institute for Military and Veterans Health Research (Queen’s University).

## **The Opportunity**

The COO will have the opportunity to be part of a fast-growing charity with significant growth objectives including an upcoming large mental health campaign. As the first COO hired at TPL, you will have the opportunity to help the CEO and staff increase performance and deliver even more to the many organizations who provide services and supports to our military, veterans and their families.

## **The Ideal Candidate**

The ideal individual for this role has great operations experience and business acumen. They are always looking at how things can be done better while maintaining a supportive and motivational role with staff and leadership volunteers. It's in their DNA to ask "what's the best way to do this?".

With the amount of change that accompanies this role, the COO is an experienced change agent and understands how to roll out new processes and technologies with everyone's best interests in mind.

While being highly strategic, analytical and an excellent project manager, the COO must also possess above average relationship management skills. They are also a strong staff manager and coach, and can manage a variety of portfolios, even those they haven't previously managed.

The COO is a highly trusted and valued partner to the CEO and must have a track record of incredible integrity. The CEO will rely on them for their thoughtful counsel, mature perspective and their understanding of intricacies of a volunteer board of directors.

## **Key Accountabilities**

### **Human Resources & Culture**

- Oversee the staffing of the organization, hiring, training, employee benefits, and the retention of employees.
- Oversee internal communications, ensuring staff and leadership volunteers are informed and engaged.
- Organize and lead all internal staff meetings, ensuring the agenda leads to high impact, efficient meetings.
- Develop team building activities that create a strong and effective staff, building bridges where necessary.
- Be the "go to" person and coach for the staff, supporting their needs and helping to increase their performance.

- Develop compensation and benefits programs that motivate and inspire performance and manage the annual performance review process. Benchmark against other similar charities.
- Provide a plan and budget for professional staff development including staff mental health sensitivity training.
- Oversee employee policies (vacation, maternity leave, etc.)
- Develop a plan for an engaging a robust corporate and grassroots volunteer program.
- Initiate 360-degree performance reviews.

## **Information Technology, Data and Process Improvement**

- Working with the CEO and Board to evolve corporate governance practices and perform annual risk assessments.
- Leads all organizational process improvements, review and execution, with the goal to drive efficiencies and reduce costs.
- Create institutional memory through practiced documentation.
- Review and analyze current organizational systems and look for opportunities to improve performance and/or transition to more leading-edge technology.
- Create more efficient ways to manage key documentation including stewardship, funder and donor reports.
- Look for creative ways to collect, manage and leverage data.
- Oversee and improve donor stewardship, automating communications where possible.
- Oversee and challenge thinking on vendor selection, analysis and management. Help negotiate contracts when needed.
- Review all aspects of the current fundraising process within each functional area, looking for ways to do more with less while meeting and/or exceed revenue goals. Identify and problem solve for potential revenue short falls.

## **Marketing & Communications**

- Understand and oversee all systems, bringing them together in the most efficient way to support CRM, including donor segmentation, cultivation, stewardship and a messaging matrix.

## **Budgeting and Administration**

- Participate in financial and business planning, review financial reports, and advise the CEO on financial decisions.
- Present to the Board when required.
- Supervise the daily administration of the organization's offices and the operation of equipment and facilities.
- Manage the budgeting process and ensure auditing and accounting policies are followed.
- Create shared service opportunities with other charities.

## **Projects, Events and Grants**

- Support key projects and events, such as the International Symposiums, with the selection of speakers, panel members, agenda/topics, vendor selection.
- Provide support on the Toronto dinner, ensuring the budget and revenue targets are being met and assessing overall risk.
- Work with the external grants committee to support the applications process, creating strategic capabilities and take granting to the next level.
- Work with the team to create highly impactful donor stewardship and reporting.

## **Qualifications & Required Skills**

- A seasoned operation's professional with experience in a fundraising/revenue generating organization.
- Consideration will be given to private sector operation's professionals with a commitment to the NFP sector via volunteer leadership roles, ideally on a board of directors.
- Has managed a variety of functional roles including finance, human resource, technology, events.
- Track record executing on strategic plans and supporting the CEO with key business decisions.
- Utilize the latest technology to enhance the growth of an organization.
- Strong analytical and problem-solving skills. Makes sound business decision based on data and statistics.
- Is always looking for ways to improve business processes.
- Understands the relationship of people and the success of organizations and has put in place practices to improve performance and commitment to organizations.
- Possesses both high EQ and IQ.
- Above average conflict management skills
- Strong customer service skills.
- Demonstrated financial management and budgeting skills.
- An MBA would be a definite asset for the role.
- Mature. Calm. Measured. Pragmatic. Positive.

## Additional Information

- Bay and Bloor Streets, Toronto.

## For More Information

If you meet the criteria above and are interested in applying for the position, please send your resume to [sandra@searchsmart.ca](mailto:sandra@searchsmart.ca) or call Sandra Paquette at 416-763-0404. We are actively recruiting for this position, so to ensure you are given due consideration for this opportunity, interested candidates should send their resumes as soon as possible. ***Only those qualified for the role will be contacted.***