

JOB DESCRIPTION

Director, Innovation & Operations at TRIEC

ABOUT TRIEC

We are TRIEC, a not-for-profit on a mission to fast-track skilled newcomers into careers, not just jobs! Canada thrives when professionals can put their education, expertise, and ambition to work. Yet too much immigrant talent gets sidelined by barriers that have nothing to do with skill. We are here to change that.

We do this by building bold, innovative solutions that connect immigrants to the labour market -and by bringing together the people who make that possible: employers, community organizations, government, and the broader ecosystem. As recognized leaders in this space, we don't just participate in the conversation - we convene it.

For employers, TRIEC is a trusted partner. We help you tap into a deep pool of immigrant talent, meet emerging workforce needs, and build workplaces where diversity and inclusion aren't just values on a wall - they're part of how you operate. From talent recruitment to retention, from professional networks to inclusive culture, we equip you with the programs and resources to get it right.

ROLE SUMMARY

The Director of Innovation & Operations blends two core functions: keeping the organization running smoothly (operations) and pushing it forward (innovation).

The Director is responsible for strategically guiding TRIEC initiatives aimed at integrating skilled immigrants into the Canadian workplace in a timely manner and in roles commensurate with their education and experience. The Director oversees innovation and digital transformation; operational planning and leadership; operations management; funders, partnerships and external relations; performance measure and reporting; process innovation and continuous improvement of programs and initiatives. The Director provides stewardship of human resources, finance management and fundraising to ensure TRIEC's strategic goals in these areas are met. The Director also oversees ongoing efforts to seek out and secure funding for programs and projects and is a key member of the leadership team.

Reports to: CEO

Direct Reports:

- (Finance) Senior Manager, Finance & Operations
- (Finance) Manager, Finance & Operations
- (Digital) Database Analyst and Data Systems Specialist
- (Digital) Manager, Digital Campaigns and Fundraising
- (Digital) Manager, Technology

Works closely with the Director of Programs & Partnerships, Senior Manager, Learning Initiatives and Sr. Manager, Strategic Communications.

Hybrid Work Arrangements: TRIEC operates on a hybrid work arrangement comprising a mix of in-office and remote work. Under this arrangement, full-time employees will be required to work in-person at the office 2 days per week.

Compensation: \$95,000 per year, plus employer-paid benefits package. This is a full-time, one-year contract position, which may be extended subject to funding availability.

RESPONSIBILITIES

1. Operations Management

- Oversee day-to-day organizational functions (HR, finance, IT, facilities, admin systems)
- Manage budgets, resource allocation, and financial oversight in partnership with finance leads
- Ensure compliance with legal, regulatory, and funder requirements
- Develop and monitor internal policies, processes, and systems for efficiency
- Manage vendor relationships and procurement
- Oversee risk management and organizational sustainability planning
- Support staff management, performance management systems, and workplace culture

2. Innovation & Digital Transformation

- Develop and lead the organization's digital transformation strategy, aligned with our mission and strategic plan
- Identify emerging technologies and digital trends relevant to the nonprofit and workforce development sector
- Oversee the selection, implementation, and optimization of digital platforms (CRM, data systems, program delivery tools, websites, and digital communications)
- Lead the technology modernization of internal operations and program delivery
- Ensure digital systems are scalable, secure, and user-friendly for staff, partners, and clients
- Builds a culture of continuous improvement and experimentation within the organization
- Use data and analytics to drive decision-making and measure impact

3. Strategic Planning & Leadership

- Translates the organization's mission, strategic and annual plans into operational goals
- Work with senior leadership team, contributing to organization-wide strategy
- Reports to the CEO and the board on operational performance, risk management, financial reporting, and operational issues.
- Manage cross-departmental coordination so programs, fundraising, and operations align

4. Partnerships & External Relations

- Builds and maintain relationships with partners, funders, and stakeholders relevant to operational or innovation goals
- Supports the development of proposals for ongoing and new programs and initiatives, in collaboration with appropriate staff
- Contributes to and reviews program reports to funders
- Liaises with funders/corporate sponsors as necessary
- Represent the organization at sector tables, working groups, or with government/community partners
- Identify opportunities for collaborative or scalable solutions across the sector

5. Performance Measurement & Reporting

- Establish KPIs and metrics to track both operational efficiency and program/innovation impact
- Prepare reports for funders, board members, and stakeholders
- Ensure accountability and transparency in how resources are used

6. Other Management and Leadership Responsibilities

- Member of the senior leadership team
- Leads strategic and business planning activities, establishing objectives, setting targets and allocating resources.
- Develops a framework for the ongoing enhancement, evaluation and optimization of existing programs to ensure their success and maximize benefits.

REQUIRED SKILLS AND QUALIFICATIONS

1. University degree in a related field, with 8+ years of progressive experience in operations or organizational management, including 5+ years in a senior leadership role overseeing HR, finance, IT, and administrative functions.
2. Sound understanding of financial management, including budgeting, forecasting, and funder reporting, along with knowledge of Ontario employment legislation and CRA and nonprofit compliance requirements.
3. Strong strategic planning, change management, and communication skills, including reporting to a CEO and Board.
4. Experience leading digital transformation, including CRM implementation, data systems, and program delivery platforms.
5. Experience in the nonprofit, workforce development, or immigrant employment sector, including working with funders such as the federal and Ontario provincial governments.
6. Practical experience with Salesforce or another nonprofit CRM, data visualization tools, and AI or automation tools.
7. Additional experience in fundraising, digital campaigns, or representing an organization at sector-level forums and stakeholder tables would be an asset.

HOW TO APPLY

Interested applicants are invited to submit an electronic resume and cover letter in a single MS Word file or PDF format, separated by page breaks, to Hiring Manager hr@triec.ca with the subject line: “Director - Innovations & Operations – Your Name”.

TRIEC uses automated tools, including artificial intelligence, to support the review of applications for this role.

DEADLINE

Applications must be submitted by email by **Wednesday, October 14, 2026**, at 5:00 pm.

Please note- Only those applicants selected for an interview will be contacted.

TRIEC is an equal-opportunity employer and is committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to an employment opportunity, please advise TRIEC of any accommodation, if required, which would enable you to be interviewed in a fair and equitable manner. Information received relating to these measures will be addressed confidentially.

For more information on TRIEC, please visit www.triec.ca.