

Job Description

Director of Operations Services

Title

Director, Operations Services

Qualifications

- a) Post secondary university education at a Master's level in a discipline relevant to facilities/operational management; and/or be a professional engineer eligible for registration with APENS.
- b) A minimum of ten (10) years' experience managing large infrastructure in conjunction with property and fleet maintenance.
- c) Minimum two (2) years managerial/supervisory experience
- d) Comprehensive experience in operations, corporate planning, human resources, and project management in both the public and private sectors.
- e) Valid license to operate a vehicle in Nova Scotia

Reports to:

Regional Executive Director

Supervises:

The Operational Services Department staff including pupil transportation management, property services management, health and safety management and supporting staff.

Job Goal:

The Director of Operational Services provides strategic leadership with the delivery of effective Operational Services in support of educational programs and schools according to the mandate, objectives and policies of the Chignecto Central Regional Centre for Education and the Department of Education and Early Childhood Development. This position is responsible for facilities management (property services), student transportation, occupational health and safety, long range capital planning and capital construction in partnership with senior administration, regional staff, and school principals and according to goals and objectives of the Regional Centre in providing a safe and healthy environment.

Performance Responsibilities:

The Director, Operations Services shall perform tasks as assigned by the Regional Executive Director of Education. These tasks may vary, from time to time, with the evolution of the organization and may include but not be limited by the following:

- a) Senior leader and supervisor of the Operational Services Department and associated staff in meeting support service responsibilities for schools and their communities ensuring there is effective operational policy leadership available.
- b) Direct the development of a comprehensive Property Services program of work practices, preventive maintenance programs, service levels, procedures and policies for building operations, maintenance and custodial services, community use, security, grounds and site access enabling a safe, clean and efficient facility.

- c) Oversee the efficient management of the CCRCE Student Transportation services ensuring occupant safety and including applicable sections of the Motor Carrier Act, National Transportation Code, and the provincial Education Act.
- d) Lead the Operational Services team in the development of goals and objectives as part of the business planning process.
- e) Support principals in their focus as instructional leaders by providing effective supports in the areas of facility management, transportation services, health and safety and emergency managements.
- f) Prepare and efficiently manage the department budget within Operational Services according to the resources approved by the region and through provincial operating grants.
- g) Lead in the development of a comprehensive Occupational Health and Safety program for CCRCE schools and offices following applicable regulations and guidelines to assist in maintaining healthy and safe facilities.
- h) Develop and prioritize long range capital plans, transportation requirements, capital construction priorities and equipment lists for the department and Board.
- i) Lead all major capital repair and renovation projects including project definition, committee participation, request for proposal preparation, service selection and construction management.
- j) Develop and maintain information systems which assist in determining service standards, performance assessment and department planning, utilizing the work request and SAP systems.
- k) Ensure all purchasing practices, service provider selection, consultant's selection, tenders and requests for proposals are issued which meet all provincial procurement guidelines, regulations and insurance requirements.
- l) Lead school and boundary review processes and any subsequent building disposition according to the Education Act and associated policies.
- m) Effectively work with third party services providers, consultants, contractors, municipalities and various agencies in matters that affect the operations within the regional centre.
- n) Prepare reports for the Centre, NSEECD, government agencies, and the public as required.
- o) Manage partnerships, facility rentals, lease agreements and legal contracts and related to the use of facilities and transportation services.
- p) Participation as a member of CCRCE Executive Leadership Team, Senior Management Team, NS Directors of Operational Services Committee, School Insurance Program Board, CUPE negotiating team and any other ad-hoc committees as required and when needed.
- q) Represent the CCRSE on community, regional, and provincial committees.
- r) Ensure effective determination and communication processes for school closures and transportation service interruptions as per regional and/or provincial policy.
 - s) Lead the administration of regulatory programs including, but not limited to, bus driver licensing, fire safety, bus maintenance, water testing, radon testing, asbestos management, playground inspections, sprinkler systems,
 - t) Develop job analyses, position descriptions, training and professional development programs, performance evaluations, and collective agreement application according to the CCRCE human resource policies.

Job Competencies

The Director, Operations Services shall have the following competencies:

- a) High level of motivation to be able to clearly lead and articulate a long term vision for Operational Services in a collaborative framework with the provision of education services
- b) Effective written and verbal communication skills to consult and work collaboratively with staffs, principals, students and schools' communities.
- c) Ability to anticipate and plan effective initiatives appropriate to the Centre according to the Operational Services responsibilities.
- d) Strong leadership skills including those of mentoring, motivating, coaching, team building, change management, professional development and with quality improvements.

- e) Capability to maintain composure and professional competence during multiple demands and pressures.
- f) Ability to lead and manage within a unionized environment.
- g) Proficient analytical skills to efficiently and effectively allocate fiscal and staff resources and develop policies and procedures that support the provision of operational services.
- h) On-going commitment in the advocacy and monitoring of healthy and safe working practices across all departments of the Centre.
- i) Capability to maintain knowledge with the philosophy of the provincial education system.
- j) Competent administrative skills including chairing meetings, making presentations and with computer operations.
- k) Proficient with procurement, contracts, cost/benefit and fiscal analysis, negotiation and mediation.
- l) Ability to apply knowledge, experience, and commitments with the areas of cross cultural understanding, human rights, race relations and diversity.
- m) The desire and ability to engage in continuing education and professional development.
- n) Knowledge of applicable local, provincial and federal policies, codes, regulations and legislation and the ability to provide leadership in regulatory compliance
- o) The ability to foster a team approach to problem solving, innovative solutions and continual improvement both within department and cross-divisionally;
- p) The ability to maintain and promote strict confidentiality
- q) The ability to utilize strong project management skills to ensure efficient management of multiple, and complex projects.