

Lead, Operations Position Description

Last updated 11 November 2010

Background

For concerned citizens and influential thinkers and doers, the **McMaster Health Forum** strives to be a world-leading hub for improving health outcomes through collective problem solving. Operating at the regional/provincial level and at national levels, the Forum harnesses information, convenes stakeholders and prepares action-oriented leaders to meet pressing health issues creatively. The Forum acts as an agent of change by empowering stakeholders to set agendas, take well-considered actions and communicate the rationale for actions effectively. www.mcmasterhealthforum.org

Description of role

The position of Lead, Operations requires a resourceful, motivated and results-oriented professional with more than three years experience in operations and administration.

The Lead, Operations will report to the Director and Managing Director, will work closely with the entire staff team, and will interact with a variety of internal and external partners, collaborators, suppliers and consultants. The role covers several aspects:

Operations

- Internal policies, procedures and tools
 - Maintain policies and procedures documentation, ensure that staff are trained and reminded regularly of internal policies and procedures
 - Identify any improvements required for the standard operating procedures, prepare an outline of costs, risks and benefits and develop and test new procedures
 - Maintain a set of up-to-date templates for documents and other Forum products
- Facilities management
 - Work with University staff to oversee the daily functioning of facilities and to ensure appropriate access to and security of Forum premises
 - Coordinate room bookings and general managing of the new venue spaces and resources
- Finances:
 - Process incoming invoices from suppliers and service providers, and process outgoing invoices to funders and sponsors
 - Prepare purchase orders
 - Prepare paperwork necessary for opening new Forum accounts
 - Prepare tracking documents on expenses related to Forum programs and projects
- Reporting:
 - Assist in preparing general Forum update reports
 - Prepare reports related to various aspects of Forum operations

Database management

- Manage the ACT database and manual, and provide training/reports/etc as required
- Maintain the Forum's general email account and subscription lists

Administrative:

- Manage the Director's Forum-related schedule and the team calendar
- Organize meetings and write and distribute meeting notes
- Provide program and administrative support to management team and Forum committees

- Provide support to ensure that other Forum staff, students and visitors can operate smoothly
- Receive and direct Forum visitors
- Order supplies and keep inventory
- Maintain hard copy and electronic filing system (i.e., maintain the shared drive and files)
- Provide support during development of new Forum marketing materials, for example document Forum requirements and specifications, source out suppliers, obtain quotes

HR support

- Maintain a set of HR template documents and forms to be used for casual temporary hiring, terminations
- Collect applications for Forum staff positions, Fellows program and Forum courses
- Provide support to the Director and Managing Director with respect to HR activities

External communication

- Provide support to website maintenance by providing the link to Forum products posted via the ACT database
- Coordinate correspondence with various internal and external stakeholders

Other:

- Function as course assistant for the simulations course HTH SCI 4YY3
- Research and prepare reports to support management and committees
- Train support staff and/or volunteers
- Assist other Leads when necessary

Requirements

- University graduate
- Three (3) or more years senior administrative experience and project management experience;
- Ability to coordinate multiple projects simultaneously and to monitor progress in a continuously evolving project landscape;
- Ability to work both independently and as part of a team, in a very fast paced environment;
- Ability to create contingency plans, to anticipate troubleshooting needs, and to identify and engage backup resources for various operations procedures;
- Strong organizational and interpersonal skills;
- Strong computer skills including proficiency in Word, Excel, Outlook, MS Project and advanced knowledge (including ability to do basic programming) of ACT Customer Relationship Management software
- Fair understanding of the Canadian healthcare system and ability to communicate with healthcare stakeholders;
- Flexibility during peak times to work extra hours to accommodate the activities of the Forum
- Results orientation
- Innovative problem-solving skills
- Willingness to learn
- Although not mandatory, previous experience working with the McMaster University is a definite asset.

For more information and to apply

Please contact Ileana Ciurea, Managing Director, at ciurea@mcmaster.ca; to apply, send your cover letter and resume by 30 November 2010.