



LITTLE MOUNTAIN NEIGHBOURHOOD HOUSE SOCIETY

102 - 1193 Kingsway Vancouver, BC V5V 3C9 | P: 604.879.7104 F: 604.879.7113

Job Title:	Manager, Operations and Facilities
Reports to:	Executive Director
Hours	35 hours a week, Monday to Friday, with some evening and/or weekend availability required
Salary Range:	\$70,000 - \$78,000 annually plus a comprehensive benefits package and vacation leave after a 3-month probation period
Posting Date:	June 30 th , 2026
Closing Date:	July 17 th by 5:00pm, with rolling interviews scheduled throughout
Starting Date:	August 4 th , 2026, or earlier if possible

About Little Mountain Neighbourhood House

Little Mountain Neighbourhood House is a vibrant, multiservice hub dedicated to building inclusive neighbourhoods and growing strong, resilient and creative communities. We have operated as a non-profit for over 45 years, providing free or low-cost neighbourhood-based social, educational, cultural and recreational programs and initiatives for seniors, adults, families, children, and youth. Rooted in social justice values, we facilitate social connectedness and offer inclusive programs to our diverse local community.

Job Description

The **Manager, Operations & Facilities** is a key member of the Senior Leadership Team at Little Mountain Neighbourhood House (LMNHS), providing strategic and operational leadership to ensure the organization operates efficiently, safely, and effectively in support of its mission.

Working collaboratively across the organization, the Manager leads the day-to-day operations of LMNHS, overseeing facilities, organizational systems, information technology, procurement, and occupational health and safety. The role is responsible for maintaining efficient operational processes, ensuring legislative and regulatory compliance, managing organizational infrastructure, and driving continuous improvement across the organization.

As a strategic and solutions-oriented leader, the Manager provides leadership, coaching, and supervision to their team while contributing to organizational planning, policy development, risk management, and operational excellence. Working closely with the Executive Director and Senior Leadership Team, this role helps create the strong operational foundation that enables staff and programs to deliver high-quality services to the community.



Duties and Responsibilities

Operations & Facilities Leadership

- Lead day-to-day operations of Little Mountain Neighbourhood House, ensuring safe, efficient, and effective organizational functioning.
- Oversee facilities, building systems, and equipment maintenance, including coordination of contractors, vendors, and service providers.
- Manage key operational infrastructure, including information technology, communications systems, office systems, and organizational databases.
- Develop, implement, and maintain operational policies, procedures, and systems in collaboration with the Executive Director.
- Ensure compliance with relevant legislation, including occupational health and safety, privacy legislation (PIPA), and organizational risk management requirements.
- Oversee facility-related assets and services, including maintenance planning, insurance, inventories, and service contracts.
- Support capital planning and facility reporting through analysis of maintenance needs and operational priorities.

Organizational Operations

- Oversee administrative and operational systems to support efficient, high-quality service delivery across the organization.
- Manage vendor and service contracts to ensure effective, cost-efficient service delivery.
- Identify and implement opportunities to improve operational systems, workflows, and organizational efficiency.

Team Leadership

- Provide leadership, supervision, and performance management to the Operations & Facilities team and related service providers.
- Oversee front desk operations to ensure a professional, welcoming, and responsive environment.
- Lead recruitment, onboarding, training, and ongoing development of assigned staff, fostering a collaborative and accountable team culture.



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Qualifications and Skills

- Post-secondary degree or diploma in a relevant field such as business administration, operations management, facilities management, or a related discipline, or an equivalent combination of education and experience.
- Minimum of five years of progressively responsible experience in operations, facilities, or organizational management, including at least two years in a supervisory or people leadership role, preferably in a nonprofit or community-based setting.
- Demonstrated experience in facilities management, including oversight of building systems, maintenance, vendors, and service contracts.
- Strong knowledge of organizational operations, including systems development, process improvement, and administrative management.
- Experience with occupational health and safety requirements, risk management practices, and regulatory compliance.
- Working knowledge of information technology systems and office infrastructure, with proficiency in standard business software, databases, and project or information management tools.
- Proven leadership skills with experience supervising, coaching, and developing staff in a collaborative environment.
- Strong interpersonal, communication, organizational, and problem-solving skills, with the ability to manage multiple priorities in a complex environment.
- Experience working in or familiarity with the Neighbourhood House or community service sector is considered an asset.

Working Conditions

Ability to work flexible hours to occasionally accommodate emerging building/facilities' needs and others as needed.

APPLICATION DUE: July 17th by 5:00pm, with rolling interviews scheduled throughout. Please e-mail your cover letter and resume to joelb@lmnhs.bc.ca

Thank you for your interest in Little Mountain Neighbourhood House. Only short-listed candidates will be contacted. Little Mountain Neighbourhood House Society is an Equal Opportunity Employer