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LONDON & MIDDLESEX COMMUNITY HOUSING

Chief Operating Officer
London & Middlesex Community Housing

London & Middlesex Community Housing (LMCH) provides safe, affordable housing to more than 3,300 households across the City of London and Middlesex County. Serving seniors, families, singles, newcomers, and individuals facing a range of social and economic challenges, LMCH plays a vital role in supporting housing stability and community well-being. Funded by the City of London as the Service Manager for social housing, LMCH manages a portfolio of 3,311 units across 32 communities. Guided by its mission to provide clean, safe, and well-maintained homes that meet the needs of the people it serves, LMCH is committed to building inclusive communities where safe, affordable, and accessible housing is the foundation for positive change. Through a culture grounded in collaboration, accountability, responsiveness, and equity, LMCH works alongside tenants, staff, and community partners to create thriving communities and better outcomes for residents.

Reporting to the Chief Executive Officer and serving as a member of the Senior Leadership Team, the Chief Operating Officer (COO) provides strategic and operational leadership across London & Middlesex Community Housing's tenant services, maintenance and repair operations, community safety, tenancy support, and Rent-Geared-to-Income administration functions. The COO is responsible for driving operational excellence, supporting financial stewardship, and ensuring services, resources, and people are aligned with LMCH's strategic priorities. This role fosters strong relationships with tenants, employees, community partners, and key stakeholders while promoting a culture grounded in LMCH's CARE values. The COO is a collaborative and results-oriented leader with strong political acumen, experience leading complex multi-functional teams, and a commitment to delivering exceptional tenant experiences, operational performance, and positive community outcomes. Through innovation, accountability, and continuous improvement, the COO will play a key role in advancing LMCH's mission of providing clean, safe, and well-maintained homes and its vision of building inclusive communities where safe, affordable, and accessible housing is the foundation for positive change.

The ideal candidate brings a university degree in Business, Public Administration, Social Services, or a related field, with a Master's degree considered an asset, along with a minimum of 10 years of progressively responsible leadership experience in senior management or executive roles. A proven track record of leading complex operations, managing significant budgets, driving strategic and operational planning, and delivering organizational results in multi-stakeholder environments. Experience in the public, broader public, housing, community services, real estate, or not-for-profit sectors would be highly valued, as would familiarity with social housing, landlord-tenant matters, public infrastructure, risk management, and Board relations. The successful candidate demonstrates strong financial acumen, operational excellence, and the ability to lead

large, multi-functional teams within a unionized environment. A collaborative and influential leader who excels at stakeholder engagement, communication, change management, problem solving, and relationship building, with the judgment, strategic mindset, and political acuity required to navigate complex issues and deliver exceptional outcomes for residents, employees, and the organization.

Expected Compensation Range: $115,000 - $171,000 CAD
Reason for Posting: Existing Vacancy

To Apply

For more information, please contact Diana Pelaia of Odgers at diana.pelaia@odgers.com or submit your resume and letter of interest online to https://en-careers.odgers.com/en-ca/job/32265/ by **November 23, 2026.**

We thank all those who express an interest, however only those chosen for further development will be contacted.

Diversity, Equity, and Inclusion

London & Middlesex Community Housing (LMCH) is an equal opportunity employer. In accordance with the Accessible Canada Act, 2019 and all applicable provincial accessibility standards, upon request, accommodation will be provided by both Odgers and London & Middlesex Community Housing (LMCH) throughout the recruitment, selection and/or assessment process to applicants with disabilities.

Odgers is deeply committed to diversity, equity, and inclusion in all the work that we do. As part of our efforts to better understand our ability to reach as broad a pool of candidates as possible for our searches, our DEI team would like to encourage you to take a moment and access our Self-Declaration Form.