JOB POSTING
Operations Director

MISSION

Uquutaq Society is committed to providing healthy, safe, and dignified housing solutions and supports for unhoused people in Iqaluit, while assisting them in developing and maintaining independent lives.

PURPOSE – UQUUTAQ IS GROWING

Uquutaq Society is entering one of the most significant periods of growth in its history. Now and over the next five years, the organization is expanding shelter services, opening supportive housing, developing affordable housing, and strengthening the operational systems needed to support a growing housing continuum in Iqaluit. Projects currently underway include the Ullivik Low-Barrier Services Expansion (opening December 2026), the Butler Supportive Housing Project (opening in 2028), and additional affordable housing initiatives.

We are seeking an experienced Operations Director to help lead that work.

This is more than a facilities or administration role. The Operations Director will help build the systems, processes, infrastructure, and organizational capacity needed to support Uquutaq's continued growth while ensuring the delivery of high-quality services every day.

If helping build organizations, leading teams, managing complex operations, and contributing to the creation of lasting housing solutions in Canada's North energizes you, we would love to hear from you.

KEY RESPONSIBILITIES

Facilities and Asset Management

- Lead facility operations across shelters, housing, and corporate sites
- Oversee maintenance, capital planning, renovations, and contractor relationships
- Develop and implement organizational asset-management systems
- Ensure facilities remain safe, accessible, and fit for purpose
- Support long-term planning for Uquutaq's growing housing portfolio

Health, Safety and Emergency Preparedness

- Provide organizational leadership for workplace health and safety
- Develop and maintain emergency preparedness and operational continuity plans

- Monitor organizational risks and implement mitigation strategies
- Support a culture of safety for clients, staff, residents, and visitors

Food Services and Operations

- Provide oversight of food service operations across Uquutaq sites
- Ensure food services are safe, sustainable, culturally relevant, and aligned with client needs
- Develop systems that support future growth and expansion
- Monitor operational performance and service standards

Financial and Organizational Leadership

- Develop and manage operational and capital budgets
- Participate in organizational planning and strategic initiatives
- Support funding and partnership opportunities
- Develop, implement, and improve operational policies and procedures
- Prepare reports for leadership, funders, and the Board as required

People Leadership

- Lead and support operational managers and supervisors
- Recruit, coach, mentor, and develop staff
- Support employee wellness and workplace engagement
- Foster a respectful, professional, culturally grounded workplace culture

ABOUT YOU

Required Qualifications

- Postsecondary education in business administration, non-profit management, public administration, housing, community services, or a related field, or an equivalent combination of education and experience
- Significant senior leadership experience, preferably within the non-profit, housing, community services, or public sector
- Experience managing facilities, operations, budgets, projects, or organizational infrastructure
- Experience leading teams and supporting staff development
- Strong financial, analytical, and organizational skills
- Knowledge of occupational health and safety principles
- Strong relationship-building and communication skills
- Understanding of housing and homelessness issues, particularly in northern or Indigenous contexts
- Commitment to respectful and culturally responsive service delivery

Assets

- Experience working in Nunavut or another northern or remote community
- Knowledge of Inuit culture and Nunavut communities
- Ability to speak and write Inuktitut
- Experience in housing, homelessness, or community-based services
- Experience working with government, funders, and community partners

COMPENSATION

- Competitive salary
- Northern Allowance
- Health and pension benefits through NEBS
- Vacation and time off in lieu provisions
- Relocation assistance and housing available
- Professional development support
- Bilingual bonus for demonstrated proficiency in two of Nunavut's official languages

APPLY

Please submit a cover letter and resume to **hr@uquutaq.org**.

We thank all applicants for their interest and the time taken to apply. Only candidates selected for further consideration will be contacted.

Uquutaq Society is an equal opportunity employer. Accommodation is available throughout the recruitment process upon request.