

JOB POSTING: PEOPLE OPERATIONS LEAD

ORKIDSTRA | JUNE 2024

Work Type

Hybrid - This position is both office and home-based (flexible location).

Short Description

This career choice will offer you the opportunity to transform children's lives through music! The People Operations Lead position is multi-functional and involves performing day-to-day HR functions and supporting OrKidstra's social development to achieve success for OrKidstra, while living our core values of **love, courage, excellence** and **belonging**.

You must have exceptional oral and written communication skills in English, with French or other languages being an asset, and a minimum of two years of relevant experience ideally with a charity or non-profit.

Working Environment

The successful candidate will be based in the National Capital Region. This position is hybrid and will require a valid driver's license and easy/consistent access to a reliable vehicle to work within the various OrKidstra Hubs across the city during regular hours and for occasional events.

You will work both from a home-based office (virtually) with in-person meetings, and events, as well as in-person assistance at after-school Hubs etc., including some evenings and occasional weekends. Work is typically carried out Monday to Friday during the hours of 10 AM – 6 PM, with some flexibility in either direction as required. OrKidstra's head office is located at 211 Bronson Ave., Ottawa, Ontario.

Long Description

OrKidstra is a registered charity that supports a social development program through music for children from equity-deserving communities in Ottawa. Now in its 17th season, OrKidstra serves over 700 children and youth who come from over 62 cultural and linguistic backgrounds. OrKidstra's mission is to empower kids and build community through the universal language of music. OrKidstra carries out this mission by providing children from low-income families with free group and individual music lessons and the chance to learn important life skills such as respect, compassion, teamwork and responsibility through playing and singing together. Learn more at orkidstra.ca.

Job Description At-a-Glance

Reports to the Finance & Operations Director and collaborates closely with the Artistic Director and other organizational leaders and the program team. The People Operations Lead is a new and pivotal role in the organization which centres around day-to-day HR functions and supports OrKidstra's social development, including but not limited to supporting and partnering with managers, employees and volunteers to achieve success through best practices, communication and alignment with staff and volunteers, team development, safety, payroll, benefits administration and compliance.

This position is integral to OrKidstra's ability to support the development, engagement, and retention of staff, to have sufficient people resources to deliver its mission.

Key Responsibilities

Culture & Philosophy

- Actively engage in, and demonstrate:
 - OrKidstra's core values of **love, courage, excellence** and **belonging**.
 - Teamwork, problem-solving, responsibility, creativity, dedication, and communication.

Human Resources

- Provide manager support with balancing staff workflows and priorities in alignment with the strategic plan and operational direction.
- Point of contact for internal HR concerns and questions; oversight of staff and volunteer onboarding and offboarding, training and coaching culture.
- In concert with senior management, shape and update HR policies and procedures, providing support in the areas of future growth, equitable pay and policies, review of contracts, regulatory compliance, etc.
- Provide collaborative support to scale operations for expansion and program development, reviewing and addressing the needs for staff, resource and capacity building in innovative and creative ways which honour the culture of OrKidstra.
- Source nonprofit compensation market data and participate in surveys as appropriate.
- Assist organizational leaders with performance management conversations.
- In collaboration with managers, determine hiring needs, develop job descriptions, post career opportunities, and participate in the selection process.
- Is responsible for collecting and processing police checks, reference verification, following up on routine onboarding training completion, first-aid certificates and other general human resource support.
- Prepare human resource documentation as required.
- Administer pay, benefits & income related tax processes and remittances for employees and contractors, with the guidance of the Finance & Operations Director.
- Prepare Records of Employment (ROEs), employment letters, and assists with T4s. etc. as necessary.

Volunteer Coordination

- Lead volunteer acquisition and coordination for the organization.
- Responsible for overall volunteer supervision, engagement, appreciation and evaluation, in concert with appropriate managerial staff.

Social Development

- In collaboration with the Program Administration Manager, develop the social development aspects of the program, including Leaders-in-Training (LIT), mental health initiatives, Youth Group programming, etc.
- Support building OrKidstra's community through interactions with external stakeholders.

Health & Safety

- Sit on the Joint Health & Safety Committee, working with staff to ensure the organization meets all requirements and suggests innovative ways to foster a healthy workplace.

Other

- Sit on appropriate organizational committees or working groups as required.
- Collaborate with the Executive Team to reach annual organizational goals.
- Support OrKidstra's annual off-site special events, including but not limited to holiday and end-of-year concerts.
- Collect content for social media (including pictures, videos and testimonials) from programming for OrKidstra's Social Media Team.

Requirements (Education, Experience & Skills)

- University degree/college diploma or equivalent experience in an applicable field (e.g., Human Resources Management, Bachelor of Commerce, Human Resources Management, Business Administration, etc.) is required.

- Minimum of two years of experience in a similar role (e.g., with a non-profit or charity preferred).
- A valid provincial driver's license and easy/consistent access to a vehicle are required.
- Exceptional collaboration skills, combined with self-motivation, and the ability to be proactive and adaptable in a fast-paced environment required.
- Exceptional attention to detail, time management, and organizational skills required.
- Excellent verbal and written communication skills in English required (French and other languages are an asset).
- Proven experience with employee recruitment, onboarding, benefits enrolment and administration, policy development and maintenance.
- Familiar with all manner of HR correspondence including but not limited to employment contracts, employment verification, letters of introduction, performance management, and termination documents.
- Some musical background, either professionally or as an engaged community participant is a proven success factor for working at OrKidstra.
- A passion for making a difference in the community is essential.
- Familiar with Occupational Health & Safety (experience on a Joint Health & Safety Committee is an asset).
- Proficient with current software/technology, such as word processing, spreadsheets, databases, online calendars, email, online platforms (e.g., Microsoft Teams, Zoom and Dropbox), and internet research.
- Able to work independently, as well as effectively in a team setting required.
- Adaptable, flexible, and able to deal with a wide range of needs in a positive manner required.
- Experience working with children and youth, and a commitment to community engagement is a strong asset.
- Experience working with people from diverse racial, ethnic, and socio-economic backgrounds is an asset.
- Experience with volunteers and/or volunteer management is an asset.

This role is an opportunity to exercise your passion and align your personal values and purpose with the values and purpose of an organization that successfully empowers kids and builds community through the universal language of music. There is potential for future advancement within this role.

Compensation

OrKidstra offers a generous compensation and benefits program, including health, dental and wellness benefits, a flexible workplace, and the opportunity to be part of an amazing team of individuals who truly believe music has the power to build community and change kids' lives.

Annual salary: \$60-70K

Applications

Please submit a cover letter and resume to chantalle@lefriendconsulting.com and tell us why you are a great candidate for this new and important position with OrKidstra. Applications will be accepted on a rolling basis and remain open until the position is filled; candidates are encouraged to apply early.

This position requires police clearance for the vulnerable sector and reference checks.

We thank all applicants for their interest and application; however, only those selected for an interview will be contacted.

Equity

OrKidstra is an equal opportunities employer committed to the principles of diversity and inclusion. We joyfully and actively encourage applications from Indigenous Peoples, new Canadians, IBPOC, persons with disabilities, 2SLGBTQ+ individuals, and members of racialized and marginalized groups. We believe our community is stronger when it benefits from the understanding and wisdom of people who have lived experiences with the communities we serve. OrKidstra is a place of belonging.