



Position: Chief Operating Officer (Full-time)
Immediate Supervisor: Executive Director
Location: Toronto, Ontario
Start date: January 1, 2018

Since 1969, Outward Bound Canada has made it our mission to cultivate resilience, leadership, connections and compassion, through inspiring and challenging journeys of self-discovery in the natural world. A not-for-profit, charitable, educational organization, Outward Bound Canada has challenged over 150,000 Canadians to step out of their comfort zone with our unique outdoor adventures. We pride ourselves on offering transformational journeys that encourage participants to push beyond their limits and discover their true potential.

ABOUT THE POSITION

Come join an extraordinary organization with global reach which is on the verge of celebrating 50 years of life changing programs in Canada and where adventure, creativity, innovation and the ability to profoundly affect the lives of others is a way of life. The OBC Board and Executive Director (ED) are looking for a mission-focused, seasoned, strategic, and process-minded leader with a background in outdoor adventure program oversight, a demonstrated ability to lead a highly functioning yet dispersed management team, and ability to develop and sustain a performance culture among a group of diverse, talented individuals. The COO is part of the Executive Management Team and is responsible for the daily operational management of the organization.

Reporting directly to the ED, the COO works closely with a motivated and engaged Board of Directors and Staff team. The right person will be aligned philosophically and from a values perspective and understand the significant contribution and social impact of Outward Bound. The role is complex and challenging with broad responsibilities from strategy, finance, partnership development, program development/delivery, and risk management. There is potential for the right person in this role to make a significant contribution to the ongoing development and success of Outward Bound Canada both now and into the future.

The COO must be a leader who is able to help others at OBC deliver measurable, cost-effective results that make the strategic vision a reality.

As **Chief Operating Officer**, you will play a key leadership role in the organization working directly with the Executive Director to implement the 2017 – 2020 Strategic Plan and deliver on the following priorities:

- Balance growth and sustainability;
- Build our impact; and
- Develop a strong foundation of programs and leadership for the next 50 years of OBC's operations in Canada.



DUTIES AND RESPONSIBILITIES

- Serve as the internal leader of the organization and be an exemplar of Outward Bound values and behaviours.
- Coordinate and be responsible for the annual operations/program plan and budget.
- Lead the performance management process that measures and evaluates progress against goals for the organization.
- Provide for all staff a strong day-to-day leadership presence; bridge national and regional operations and support an open-door policy among all staff.
- Lead and manage the following direct reports: regional operations directors, finance manager, admissions manager.
- Responsible for maintaining and developing existing national partnerships, working with sales and marketing team to identify new partners, and supporting regional program team within their respective regions to maintain and identify potential partners.
- Ensure the effective design and delivery of cost-effective and high quality programs that are aligned with mission and values of OBC, meet client needs and provide optimal impact.
- Oversee the management of regional and national systems to support the effective and sustainable conduct of all regional and national operations.
- Provide direction and support in the development and implementation of research and evaluation tools to support program development, staff training and social impact reporting.

SKILLS AND EXPERIENCE DESIRED

Outward Bound Canada is an organization driven by the values of its people, so experience in managing a “values-driven” organization will be highly prized.

Additional requirements are:

- Results-proven track record of exceeding goals and a bottom-line orientation; evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment; business acumen including successful P&L management and the ability to balance the delivery of programs against the realities of a budget.
- Strategic Vision and Agility - ability to think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan.
- Capacity Building—ability to effectively build organization and staff capacity, developing staff team and the processes that ensure the organization runs smoothly.
- Leadership and Organization—exceptional capacity for managing and leading people; a team builder who has ability to connect staff both on an individual level and in large groups; capacity to enforce accountability, and develop and empower leaders.
- Action Oriented—enjoys working hard and looks for challenges; able to act and react as necessary, even if limited information is available; not afraid to take charge of a situation; can overcome resistance to leadership and take unpopular stands when necessary.
- General Management—broad experience with the full range of business functions and systems, including strategic development and planning, budgeting, business analysis, finance, information systems, human resources, and marketing;
- Solid educational background—undergraduate degree required; qualifications in outdoor



education, project management, safety and risk management, MBA or similar advanced degree highly desired.

- 5 to 10 years related experience.
- Excellent computer skills using Microsoft Office Suite, including PowerPoint; and experience with a CRM database.
- Possess exemplary communication skills – written, oral and presentation including well-developed networking ability.

Compensation

This is an outstanding opportunity for a highly motivated professional to assume a pivotal role in the evolution of a growing, highly respected organization. We are seeking an individual of outstanding quality with a respected track record. OBC is prepared to offer an attractive compensation package, including a competitive base salary as well as health and vacation benefits.

READY TO APPLY?

Please send cover letter and CV to employ@outwardbound.ca

Application deadline: October 20th, 2017, 5:00pm EST

Outward Bound Canada is an equal opportunity employer. We thank all applicants for their interest; however, only candidates selected for an interview will be contacted. No phone calls please.