



Senior Manager, Operations — Fort York Food Bank

Toronto, ON • Full-time

Salary range will be \$60,000 to \$80,000 commensurate with experience. Health benefits as well as vacation entitlement will be provided following a 3-month probationary period.

About Fort York Food Bank

Fort York Food Bank (FYFB) is a registered charity dedicated to restoring dignity and integrity to those experiencing poverty. We provide food, essential resources, and connections to services that help people improve their quality of life.

Position Summary

FYFB is seeking an experienced ****Senior Manager**** to oversee food bank operations. The Senior Manager will be responsible for meeting operational goals, contributing to informed decision-making as well as building a cohesive team of staff & volunteers. The position would be substantially on-site at our location.

Working closely with staff, volunteers, the Board of Directors, and advisory committees, the Senior Manager leads the effective delivery of FYFB's services. The successful candidate will be organized, innovative and collaborative. They will have a demonstrated ability to strengthen organizational culture by leading a strong, cohesive team and foster meaningful volunteer leadership and engagement.

Key Responsibilities

Operational Oversight & Service Delivery

- Oversee daily operations to ensure safe, efficient, client-centred service delivery.
- Lead a team that distributes food baskets to clients (in person or delivered) and prepares meals.
- Ensure compliance with food safety, health and safety, and organizational policies
- Contribute to FYFB's work on food procurement, inventory systems and warehouse operations.

Staff Leadership & Team Development

- Build and support a staff team through communication, coaching, and performance management.
- Manage employment processes and documentation for a staff team of 5+.

Volunteer Leadership & Engagement

- Lead volunteer management, including recruitment, onboarding, scheduling, and appreciation.
- Organize and motivate large volunteer teams to ensure the efficient operation of FYFB and support for clients.
- Foster meaningful volunteer leadership and participation to maintain volunteer engagement.

Systems, Processes & Performance

- Improve operational processes, policies, and systems.
- Assist in establishing and monitoring operational budgets.
- Prepare and contribute to performance reporting.

Partnerships, Community Engagement, Information & Referral (I&R) Services

- Build relationships with community partners, service providers, and other stakeholders.
- Drive the development of Information & Referral services through volunteers and community partners.
- Collaborate with the Board and advisory committees on organizational priorities.

Qualifications

1. Operations Oversight & Service Delivery: 3 - 5 years of operations management experience, ideally in nonprofit, food security, or community services. Experience with inventory management, budgeting, and operational planning.
2. Staff Leadership & Team Development: Experience in managing a staff team of 5+ including employment processes and documentation.
3. Volunteer Leadership & Engagement: Experience in managing large volunteer teams.
4. Systems, Processes & Performance: Strong organizational and problem-solving skills. Strong communication and relationship-building skills.
5. Partnerships, Community Engagement & Client-Centred Approach: Collaborative, innovative, and committed to client-centred service.

How to Apply

Please submit your resume and cover letter to devi@fyfb.com, outlining your experience and interest in the role by noon on Monday, August 24th. Potential candidates will be contacted for interviews during the week of August 24th.