Halifax
Regional Centre for Education

HRCE JD# 282

Assistant Director, Operations Services
Job Description

Overall Purpose

The Assistant Director, Operations Services is responsible for assisting the Director in the day-to-day operations of the Operations Services Department, including the areas of school transportation, maintenance, custodial, and capital planning & delivery. This includes managing partnerships, overseeing legal contracts and lease agreements, and ensuring compliance within local, provincial and federal regulatory frameworks. The Assistant Director supports the Director in planning and managing the operations budget and supports the planning, direction and evaluation of the operation of all facilities within HRCE. Working in a client based work environment, the Assistant Director reports directly to the Director, Operations Services.

Key Responsibilities

The Assistant Director, Operations Services shall perform tasks as assigned by the Director, Operations Services. These tasks may vary, from time to time, with the evolution of the organization and may include but not be limited to the following:

(a) Assist the Director in the day-to-day operation of the Operations Services Department and act as the Director in their absence;

(b) Coordinate staff and projects related to property services (maintenance);

(c) Provide support and direction to property services (custodial) and student transportation;

(d) Support the effective implementation, communication and evaluation of all policies, procedures and guidelines;

(e) Ensure compliance with relevant policies, codes, acts and regulations governing the administration of Operations Services in the province of Nova Scotia;

(f) Support the development of priorities and business case documents for capital construction and renovation projects;

(g) Effectively manage financial resources

(h) Provide direction and coordination to the management group for all maintenance and project delivery requirements under the jurisdiction of Property Services;

(i) Assist in both short and long term planning for infrastructure, accommodation requirements, both operationally and for new schools and school additions;

(j) Ensure required goods and services are purchased economically through appropriate mechanisms;

(k) Assist in facilitating capital construction projects in collaboration with NS Department of Education and Early Childhood Development, NS Department of Public Works; and HRCE staff;

(l) Develop, initiate and maintain an energy management program for the Centre's facilities;

(m) Liaise with all levels of government departments, regulatory bodies, authorities having jurisdiction, other Centres, school administration, SAC's and any other agencies or third parties as required to facilitate execution of inspection and reporting procedures, collaborative projects, committee meetings or to respond to general inquiries relevant to operation and maintenance of facilities;

(n) Provide technical advice to Senior Staff in matters relating to construction, design, modification and maintenance of sites and facilities and energy management related issues;

(o) Identify current and future maintenance requirements by consulting with maintenance, administrative, school and industry personnel;
(p) Establish procedures along with OHS manager and the Property Services management team for hazard assessment and remediation, ensuring compliance to all applicable regulations, bylaws and acts of local authorities having jurisdiction;
(q) Other responsibilities as required by the Director.

Qualifications

Education:
Undergraduate Degree

Education Program Area(s):
Completion of a Bachelor's Degree in a discipline related to the operation and maintenance of facilities, or equivalent training and experience.

Years of Experience:
5-7 years

Experience Area(s):
(a) Minimum five (5) years experience working in the operation and/or maintenance of facilities at a senior level;
(b) Minimum three (3) years managerial experience in facility operations or maintenance;
(c) Experience in the management of capital construction projects;
(d) Experience in a multi-site environment providing technical advice on maintenance, repair, and construction of facilities

Reporting Relationships

This Job Reports to: Director, Operations Services

Job Types & Number of Incumbents Reporting Directly to This Job (if applicable):
- 7 Total:
  - Coordinator, Property Services (Custodial) (1)
  - Coordinator, Transportation (1)
  - Regional Manager (2)
  - Regulatory Compliance Manager (1)
  - Administrative Assistant (1)

Decision Making

- High authority/freedom to act in this role.
- Moderate amount of direction/guidance received from supervisor.
- Frequent pressures due to strict timelines, high work volume, and the need for quick decisions, with occasional disruptions to personal life, especially during bargaining, arbitration, and conciliation periods.

- Periods of high stress due to large, complex issues with multiple and conflicting priorities and demands. High mental demand in assessing complex issues and facilitating resolutions as well as dealing with challenging individuals and overcoming resistance.
- Frequent requirements to make decisions with substantial impact on employees and to deal with difficult and sensitive situations with staff.

Dimensions (Approximate)

- Provide leadership and manage a multi-disciplinary team responsible for supporting over 12,000 employees in a large unionized environment in all aspects of operations services.
- Supporting the management of the Operations Services budget.

Additional Information

The Assistant Director, Operations Services shall have the following competencies:

(a) The ability to apply knowledge and experience in the areas of race relations, cross cultural understanding, human rights and diversity;
(b) The ability to provide leadership and direction to staff to efficiently respond to the needs of the schools;
(c) The ability to employ effective problem solving strategies to address issues relating to employee relations, labour relations, conflict resolution, and progressive discipline;
(d) The ability to apply knowledge and experience of building design, construction and maintenance to support a broad range of services in the management of all aspects of physical plant operations;
(e) The ability to establish and implement standards and guidelines which maximize the efficient and effective use of trades personnel, contractors and service providers;
(f) The ability to evaluate, select adapt and modify techniques, procedures and criteria to solve problems;
(g) The ability to develop effective preventive maintenance and inspection plans for the property services requirements of schools;
(h) The ability to collaborate with provincial Department staff, consultants, and other external agencies with respect to capital construction, building maintenance and other operational issues;
(i) The ability to develop, administer and co-ordinate policies and procedures relating to property services at schools and to recommend improvements to meet quality standards;
(j) The ability to work in a team environment while leading multiple projects and adapting to frequently changing priorities;
(k) The ability to engage contractors and service providers following appropriate procurement procedures;
(l) The ability to apply knowledge and experience of Occupational Health and Safety Standards and Department of Labour practices;
(m) The ability to effectively communicate both internally within Operations Services and other HRCE Departments, and externally with third parties;
(n) The ability to apply performance evaluation strategies and methods to support the annual employee review process; and the ability to analyze developmental needs and effectively recommend courses of action to address those needs;
(o) Strong interpersonal, oral and written communication skills;
(p) The ability to promote and maintain confidentiality;
(q) The desire and ability to engage in continuing education and professional development.