



IJM Director of Operations and Strategy

Who We Are

IJM is the global leader in protecting the poor from violence in the developing world. Our global team of over 1,000 professionals are at work in over 25 offices. Together, we are catalyzing a global revolution that will rescue millions, protect half a billion, and make justice for the poor unstoppable.

Motivated by God's call to seek justice for the oppressed, we believe that the way we work is as important as the results we achieve. We are a global community that cares for one another. We value joy and celebration, and we strive to provide professional excellence to all those we serve.

The Need

After nearly two decades of continued growth and operational success in pioneering the work of protecting the poor from violence, IJM has become an \$80 million organization with 1000 global employees. As IJM continues this trajectory of growth and scaling of its impact, IJM Canada's Executive Director is seeking a collaborative leader to develop and refine contextualized, holistic acquisition and fundraising strategies. This leader will provide a strategic voice on the Canada Leadership team and will be responsible to monitor and evaluate IJM Canada's programs and projects to ensure high levels of effectiveness and optimized collaboration across cross-functional teams and drive nimble evaluation and seizure of strategic opportunities. For this role, IJM is seeking a strategic and visionary thinker with a scrupulous and relational approach to building and implementing strategic and operational best practices.

This position is based in the Greater Toronto Area and reports to the Executive Director.

Responsibilities:

- Drive process of development of comprehensive market-based strategies & KPI development shared across cross-functional Canada teams.
- Integrate Constituent Relations & Operations (CR&O) learning and insights into IJM CA strategy.
- Ensure CR&O contributes to industry leading constituent experience, retention and gift processing.
- Establish effective model for management and deployment of administrative, coordination services.
- Partner with North America Data team to monitor and evaluate strategy execution, effectiveness and ROI and drive learning and innovation.
- Ensure accurate Canadian team forecasting, reporting and achievement of revenue and expense budgets.
- Equip Canadian teams to develop multi-year strategic plans and budgets and annual work plans, ensuring alignment of strategies and projects across the country.
- Manage direct reports in the Operations Department ensuring that each position is supported with the resources to be successful.

- Draft an analysis derived from budgets, statistical reports, etc. and find appropriate conclusions to be presented to the Executive Director as well as the Board of Directors.

Requirements:

- Graduate degree, MBA preferred;
- Minimum of 5 years' experience driving strategy and planning in a complex organizational environment;
- Minimum of 5 years leading and managing people to achieve ambitious goals in a challenging environment;
- Minimum of 5 years' or more in the international development environment;
- Proven leader of people and team builder around shared vision and strategy and capability to distill research and learning to drive adoption of industry best practices;
- Strong demonstrated project management skills; and
- Proficiency with Salesforce and Tableau preferred.

Critical Qualities:

- Mature orthodox Christian faith as defined by the Apostles' Creed;
- Winsome;
- Driven;
- Tenacious problem solver;
- Compelling conversationalist and intelligent listener;
- Exceptionally high level of honesty and integrity;
- High standard of personal discipline;
- Sustained positive attitude; and
- Comfortable relating to an audience of diverse people and personalities.

What does IJM have to offer?

- A generous compensation plan;
- The chance to work in an engaged and positive work culture where employees are valued;
- Coaching, professional and personal development, and staff care;
- The opportunity to make a difference in the world;
- More than a place to work—strive to be a community of spiritual formation, helping our staff work out God's call to justice in their lives.

Upload Resume, Cover Letter & Statement of Faith* in one document.

***What is a statement of faith?**

A statement of faith should describe your Christian faith and how you see it as relevant to your involvement with IJM. The statement can either be incorporated into the cover letter or submitted as a separate document and should include, at a minimum, a description of your spiritual disciplines (prayer, study, etc.) and your current fellowship or place of worship.