

## Job Title

# Senior Manager, People Operations - Canada

## Impact Statement

The Senior Manager, People Operations – Canada (“Senior Manager”), is a strategic leadership position in MSF Canada and within the Human Resources (HR) Department, reporting to the Director of Human Resources. The role leads on the HR vision and strategy, overseeing the full employee lifecycle with an approach integrating talent, culture, well-being and organizational effectiveness. The Senior Manager partners with senior leadership and across teams, playing a role to shape a high-performing, inclusive and resilient workforce through policies, practices, and a culture focused on humanity, integrity and results.

## Key Responsibilities

### 1. Strategic HR Leadership and Change Management

- Lead the development and implementation of a multi-year talent management strategy aligned to MSFC’s organisational goals, growth trajectory, and values.
- Lead inclusive and collaborative OPM (Organizational Performance Management) cycles for MSF Canada People Operations, including strategic and annual planning, quarterly reporting, organization wide workforce planning and reporting, as well as unit level planning.
- Advise the MT on human capital trends, workforce risks and organisational health indicators.
- Develop and deliver strategic workforce planning to support current and future organisational capacity.
- Ensure HR strategies are inclusive, forward-thinking, and reflective of MSFC’s diverse team.

### 2. People Operations and HR Governance

- Oversee all HQ HR operations, including recruitment, onboarding, recognition, and project management
- Ensure the implementation of efficient and compliant HR policies, procedures and systems across multiple jurisdictions.
- Lead the continuous improvement of HR operations, driving excellence and digital transformation where relevant.

### 3. Talent Management and Capability Development

- Lead the development and implementation of the talent development strategy, which must include, but not be limited to, rewards and recognition, recruitment and retention, performance management, leadership development, learning and development, succession planning, and coaching.
- Design and implement an integrated performance management process aligned to MSFC’s mission, values, and accountabilities.
- Establish career pathways and professional growth opportunities for staff across roles and functions.

- Enhance recruitment and retention strategies to achieve operational targets, ensuring MSF attracts diverse and high-performing talent.

#### 4. Culture, Wellbeing and organisational development

- Foster a positive, collaborative, inclusive organisational culture rooted in MSF's values.
- Support leaders and teams to navigate change, adapt to growth, and improve cross-cultural communication.
- Lead employee engagement strategies, staff wellness initiatives, and internal communication platforms.
- Drive equity, diversity, and inclusion principles and values and ensure they are incorporated into all HR processes.

#### 5. Employee Relations, Risk and Compliance

- Lead employee relations, dispute resolution, and conflict management processes, ensuring fairness, confidentiality, and integrity.
- Ensure legal compliance and manage HR risks across Canada operations.
- Ensure that the HQ HR Policy manual, is compliant with all regulations and legislation pertaining to the Human Rights Code and Employment Standards Act (ESA)
- Keep abreast of trends, new developments, new legislation, and HR best practices, including MSF's International HR policy and harmonization trends
- Represent MSFC management in the Joint Health and Safety Committee and ensure MSFC compliance with the Occupational Health & Safety Act (OHSA).

#### 6. Team Leadership

- Lead and mentor the People and Culture team to deliver high-quality, people-centred support.
- Ensure clear roles, workload management and performance expectations across the team.
- Promote a culture of service, responsiveness, and learning within the HR function.
- Ensures responsible use of resources, including accountability for budget, contracts, and suppliers, recommending new strategies, or drafting proposals in anticipation of future needs

#### MSF Transversal Core Competencies

- **Commitment to MSF Principles; Proficiency level 3:** Acts towards the fulfilment of MSF's social mission. Actively promotes improvements, makes decisions and adjusts priorities to attain MSF's goals, ensures that changes within the organisation are in line with its values and mission, develops strategies by interpreting principles and situations, actively promotes MSF's social mission internally and externally.
- **Cross-cultural Awareness; Proficiency level 3:** Demonstrates an integrating attitude, commitment, and awareness to Equity, Diversity, and Inclusion principles, understands and can explain how these principles impact the role, and articulates an understanding of EDI principles/personal commitment to EDI
- **Teamwork and Cooperation; Proficiency level 4:** Exceptional interpersonal and intercultural management skills; Collaborative, constructive team player, with a supportive end-user orientation; Excellent communication, presentation skills; Effective networking abilities and negotiation skills (verbal and written)
- **People Management and Development; Proficiency level 4:** Effective leadership skills, with a strong focus on mentoring and motivation of employees
- **Strategic vision; Proficiency level 3:** Plans actions geared towards achieving objectives, understands trends beyond the most evident and draws up models to tackle specific situations, prioritises the activities of his/her team according to MSF's strategic objectives, analyses the context from an overall perspective to detect medium-term action opportunities, makes strategic proposals considering the evolution of the context

- **Service Orientation; Proficiency level 4:** Seeks long-term benefits for clients, anticipates and plans the service response. Seeks long-term benefits for clients, acts as a specific advisor to clients and encourages them to come to him/her with new decisions or needs, provides a response while following procedures but “thinking outside the box” and advising, designing, innovating and teaching.

### **Knowledge and Experience**

- Significant experience leading and scaling a wide array of people operations functions including HR strategy, Org design, Workforce planning, Talent acquisition, Talent management, Policy development, and Compliance
- Experience operationalizing organizational performance frameworks by defining measurable HR objectives and driving key initiatives that support organization-wide goals
- Demonstrated experience leading a diverse team, engaging, motivating, developing, and retaining highly talented employees
- Demonstrated working knowledge of labour laws, employment standards, and human rights frameworks in Ontario and Quebec, with hands-on experience identifying HR-related risks and implementing compliance measures to minimize organizational exposure
- Strong influence and negotiation skills with senior leadership, combined with proven ability to build trust-based relationships across all organizational levels by fostering collaboration and demonstrating credibility, confidence and discretion in managing sensitive situations.
- Solid grasp of equity, diversity, and inclusion principles and their application in HR practices
- Prior professional experience with MSF Canada and a demonstrated commitment to MSF’s social mission
- Proficiency with Microsoft Office Suite with a robust knowledge of Excel functions, and adept at pivot tables and generating statistical reports
- Knowledge of project management practices and tools to support strategic planning and execution, and proven ability to apply project management frameworks and tools to drive successful HR projects.

### **Education, Certifications, and Languages**

- Post secondary education in Human Resources, Industrial Relations, Business Administration or in a related field, or a combination of advanced relevant training and professional experience
- CHRP designation (or equivalent), or membership in HRPA an asset
- English fluency (spoken and written)
- French proficiency (spoken and written) is highly beneficial given the bilingual context

### **Working Conditions**

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m.), some weekends and evenings may be required
- Flexible work hours available and hybrid work environment, with a minimum of 2 days in office per week, one of which would be Wednesdays
- The office environment is open concept, and workspace is shared with colleagues
- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with dock and double monitor
- Work requires long hours in front of a computer/laptop screen
- Domestic/International travel (10%)
- Interaction internally with MSF Canada employees/Directors/Managers/Association members, as well as MSF Canada’s internationally mobile staff, and colleagues from other MSF offices
- Interaction externally with vendors, suppliers, and the public at large
- Periods of high levels of stress and/or pressure

### **Job Information**

**Position Level:** People Leader

**Department:** Human Resources / People Operations - Canada

**Position Status:** Permanent

**Activity Rate:** 100 % (37.5 hours per week)

**Location:** Toronto, ON

**Salary Range:** Level 18 on the MSF Canada Salary Grid, \$112,176 - \$120,486 per year (non-negotiable)

**Status:** Must be legally authorized to work in Canada

**Benefits:** Health Spending Account, Lifestyle Spending Account, group insurance (Life, Dependent Life, AD&D), Peace of Mind plan (i.e. prescription drugs, accidental dental, hospital care, etc.), 5% RRSP contributions (no matching required), starting 4 weeks' vacation/year, flexible work hours, annual professional development budget, Employee and Family Assistance Program (EFAP), internal psychosocial resources, and a positive and innovative office culture grounded in our core values of humanity, integrity and results.

### **Additional Information**

MSF Canada is a people-focused humanitarian organization that is proud to offer a diverse, collaborative, and inclusive work environment. We strongly believe this approach enhances our work and we're committed to equity in employment. The organization seeks to attract and engage the best professionals to join and maintain meaningful, productive, and lasting work relationships. We embrace diverse motivations and backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

MSF Canada acknowledges the existence of systemic racism and oppression and is committed to sustaining and strengthening its anti-racism and anti-oppression (AOAR) efforts. As MSF Canada continues to grow and strive to remove barriers in its offices in Canada and in MSF work environments abroad, we welcome applications from individuals with unique experiences of intersectional oppression based on their social markers such as their ethno-racial identity, age, gender identity, education, socio-economic status or place of origin. We encourage Black, Indigenous, People of Colour, LGBTQIA2S+ people, individuals living with disabilities and any individual deserving equity to apply.

In line with MSF's December 2021 pledge to reduce our carbon emissions by 50% by 2030, compared to our 2019 baseline, we encourage everyone to embrace and embed sustainable and climate-friendly practices. Applying a climate and planetary health lens will help us improve our operational impact. Facing climate change and environmental degradation through our operational activities by focusing on mitigation and adaptation will decrease our dependency on fossil fuels, reduce our ecological footprint and help protect human health. Everyone, at all levels, with all skill sets is needed to address the global threat of climate change

*This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible responsibilities, tasks, and duties; MSF Canada has its sole discretion to revise it accordingly.*