



## Job Posting

### **Position:** Senior Manager, Knowledge Exchange and Learning

**Reports to:** National Director, Member Development

**Language Requirement:** Bilingual (English and French) – Essential

**Employment:** Permanent, Full-time

**Hiring Salary Range:** \$75,000 – \$95,000

**Location:** Ottawa

**Posting Date:** May 27, 2024

**Reply Deadline:** June 24, 2024

**Reply to:** [careers@unitedway.ca](mailto:careers@unitedway.ca)

## Organization

United Way Centraide (UWC) is Canada's leading network of local community builders empowering people to make lasting social change in their communities. With a presence across Canada, serving over 5000 communities, our network of local United Ways and Centraides tackle the most important social issue of poverty and social exclusion. Our vision is that everyone in every community has the opportunity to reach their full potential.

United Way Centraide Canada (UWCC) is the national office that provides leadership and services to UWC members across the country. Together, the staff, volunteers, and supporters of local United Ways, Centraides and UWCC form the UWC Movement.

As a Canadian Movement with a strong heritage, we value trust and integrity, volunteerism, innovation, partnership, non-partisan leadership, and diversity. It is based on these values that we improve lives and build communities.

## Opportunity Profile

This role is an exciting opportunity to provide leadership and support in the evolution and implementation of UWCC's member development agenda designed to support resilient and high performing organizations. Member development and its associated projects are part of UWCC's network modernization strategy designed to position the UWC network for long-term growth and impact.

An essential component of this strategy is supporting organizational development through knowledge creation and mobilization. While UWCs are responsible for implementation and management of their organizational practices, UWCC's knowledge resources and learning programs as well as its professional and regional networks are critical to their success.

As Senior Manager of Knowledge Exchange and Learning, you will be leading and supporting UWCC's programs and projects intended to develop UWCs organizational capacity, in alignment and support of UWC's network-level strategic objectives – including the evolution and implementation of UWCC's Membership Standards.

Through research, member engagement and working cross functionally, you will help identify, prioritize, develop and deliver knowledge resources and learning opportunities that promote strong local organizations that are responsive to emerging areas of practice. United Way Worldwide (UWW), UWCC's international counterpart implementing a similar strategy, is one of your key partners. While UWCC's functional teams will develop and deliver their own capacity building measures, you will provide them with planning and implementation coaching support to help incorporate leading practices and delivering on their objectives, and to ensure coherence.

You'll be a central UWCC point of contact for UWCs to help them navigate available resources and how they may adapt or use them. Excellent collaboration and communication with a variety of stakeholders will be a critical part of your success.

## Responsibilities

- Support planning and manage delivery of learning / training programs and projects for UWCs reflecting priorities, organizational development needs, and emerging practices.
- Develop knowledge resources, tools, templates and playbooks through research and collaborative processes with subject matter experts at UWCC, UWCs, and vendors.
- Plan and deliver learning and training opportunities through webinars, meetings, events as well as promoting third-party offerings.
- Maintain an inventory, and work cross functionally to align knowledge resources, learning opportunities, and member services across UWCC as well as to promote them to UWCs.
- Maintain focus on program and project success through monitoring and evaluation of member adoption, satisfaction, and feedback for continuous improvement.
- Provide leadership and support to the development and management of knowledge exchange forums and platforms to encourage socialization, peer learning, change management, and best practice sharing.
- Keep up with risk and performance trends within the UWC network and the non-profit sector, with a view to identifying opportunity areas for learning and organizational development.
- Participate in regional meetings as a member of the UWCC's member development team, contributing to issue identification and intervention support as needed.
- Identify program and project implementation risks and proactively seeking out mitigation and remediation actions.
- Represent UWCC's learning and development agenda to senior leadership and UWCs.
- Develop UWCC's thought leadership and best practices for knowledge resources and learning opportunities.
- Support exploration, development, and management of partnerships with external organizations and providers as needed to support knowledge and learning priorities.

## Qualifications and skills

- 5+ years of experience in organizational development, adult learning / training or change management programs / projects.
- Post-secondary degree in business administration or related fields or equivalent experience in organizational development, adult learning / training or change management.
- Experience in design and development of learning programs and resources (ideally in change management initiatives) and preferably in a diverse, multi-client environment.
- Experience in organizational behaviour, general (including projects / events) management, contracting, and project budgeting.
- Ideally, experience in nonprofit and charitable organizations with a broad understanding of their business, operations, and governance practices.
- Demonstrated ability to conduct research and staying current with industry trends, including the ability to think analytically to assess training needs and program effectiveness.
- Organized, communicative, and detail-oriented, with a focus on delivery and efficiency.
- Ability to inspire collaboration and deliver results on multi-disciplinary projects.
- Strong verbal and interpersonal skills to build relationships, facilitate groups and deliver concise, informative presentations.
- Excellent written and visual communication skills with the ability to create and curate learning material that are engaging and effectively convey their intended objectives.
- Familiarity with training tools and software – eager to learn new skills, and technologies.
- Ability to work in complex environments and define paths to resolution.
- Works well under pressure and knows how to juggle multiple priorities simultaneously.

## Location

United Way Centraide's national office in Ottawa, Ontario.

## Diversity, Equity, and Inclusion

United Way Centraide Canada hires based on merit and is strongly committed to diversity and equity within its community and to providing a welcoming and inclusive workplace. It especially welcomes applications from Black, Indigenous and People of Colour, women, persons with disabilities, people of all sexual orientations and genders, and others with the skills and knowledge to productively engage with diverse communities.

## How to apply

Please send your application letter and resume in confidence to: [careers@unitedway.ca](mailto:careers@unitedway.ca)

We thank everyone for applying; however, only qualified candidates will be contacted.