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Job Posting - Manager of Operations

Position: Manager of Operations

Location: Hybrid out of our Toronto Office

Employment Type: Full-time

Reports to: Executive Director

Salary: \$90,000 - \$105,000

About Us

Innocence Canada is the only national non-profit organization dedicated to identifying, advocating for, and working to exonerate individuals who have been wrongfully convicted of serious crimes (generally homicides). Over the last 33 years, we have successfully exonerated 34 people who were wrongly convicted of crimes that they did not commit. We are a national leader in public education and legal reform, regularly lending our expertise to academic institutions, the criminal justice system, government bodies, and other legal entities.

Your Role

The Manager of Operations is a key member of the leadership team responsible for ensuring the effective functioning of Innocence Canada's operations. This role oversees financial management, human resources, grants administration, technology and facilities management, risk oversight, and governance support. The Manager of Operations plays a central role in ensuring organizational stability, transparency, and strategic alignment across all areas of work.

Responsibilities

Financial Management

- In collaboration with the accountant prepare quarterly budget-to-actual financial reports and year-end summaries
- Monitor expenditures, revenue, investment portfolio and cashflow and support annual audits
- Lead the development of the annual budget with the Executive Director
- Submit all required CRA filings for charitable funds

Human Resources

- Ensure all HR policies are current and consistent with best practices
- Oversee onboarding and offboarding logistics ensuring smooth transitions
- Administer the employee benefits program
- Manage lawyers' Law Society and Law Pro fee payments and ensure they meet all licensing requirements

Grants & Fund Development

- Research new funding opportunities and identify high-potential funders
- Draft grant applications and track, monitor and report on grant payments
- Support fundraising efforts led by the Executive Director
- Prepare materials for funder engagement, including impact reports, statistical summaries and other collateral as needed

Risk Management

- Maintain appropriate insurance coverage, including Commercial General Liability, Errors and Omissions, and Directors and Officers insurance
- Assess organizational risks and develop strategies to mitigate them
- Develop and update Standard Operating Procedures and other process documents

Facilities Management

- Ensure compliance with office lease and coordinate with the landlord on facilities related needs
- Manage office space planning, including seating assignments, meeting room setup, and coordination of office moves or reconfigurations
- Oversee lease negotiations and renewals

Technology Management

- Oversee the work of the external technology service provider and ensure technology supports organizational needs
- Support staff to address and solve technology related issues
- Maintain up to date asset and software registers
- Ensure IT security is robust

Board and Committee Support

- Schedule meetings for the Innocence Canada and Innocence Canada Foundation Boards and Committees
- Support the Executive Director, Board, and Committees by preparing agendas, meeting materials, and minutes

Planning & Reporting

- Support the Executive Director with annual business planning and long-term strategic planning
- Support the Director of Client Services with event planning, including travel and hotel booking, securing a venue and catering, developing materials, invitations, and profit and loss evaluations

Other Duties

- Perform additional responsibilities as required to support organizational operations.

Qualifications & Experience

- Bachelor's degree or equivalent experience
- 5+ years' experience in operations, finance, HR or organizational administration preferably within a non-profit or charitable organization
- Demonstrated experience in budgeting, financial oversight, and working with accountants, auditors or finance committees
- Familiarity with governance practices, Board support, and maintaining corporate records
- Strong understanding of HR practices, employment standards, and organizational policy development
- Experience in grant writing, fund development and reporting to funders (an asset)
- Excellent verbal and written communication skills, with the ability to liaise effectively with staff, Board members, funders, and external partners
- Strong organizational, analytical, and problem-solving skills, with the ability to manage multiple priorities and deadlines
- High proficiency with Microsoft Office Suite, document filing structures and solutions
- A commitment to social justice and alignment with Innocence Canada's mission
- Ability to work in French is an asset

Why Join Us

Your work will directly support the systems, people, and processes that allow Innocence Canada to fight wrongful convictions and advance justice in Canada. As the Manager of Operations, you will play a central role in strengthening our organization and enabling our legal, education, and advocacy teams to thrive.

You will join a dedicated, mission-driven team that is passionate about justice, deeply committed to meaningful change, and eager to collaborate.

We offer

- A competitive salary (range to be confirmed).
- Comprehensive benefits and an RRSP contribution plan.
- Four weeks' vacation, 5 personal days, and office closure over the December holiday period.
- Opportunities for professional development, training, and conference participation.
- A hybrid work environment and a supportive, values-driven workplace.

Application Process

Please address your application to Stephanie Nowak, Executive Director at snowak@innocencecanada.com.

Your application package should be submitted **as one PDF** and include:

- Cover letter
- Curriculum Vitae

Please submit your application by Sunday, April 19, 2026, at 11:59pm. We encourage you to apply before the closing date as applications will be reviewed on an ongoing basis.

Land Acknowledgement

We recognize that the Innocence Canada office is located in Tkaronto, colonially known as Toronto, which in Mohawk means “where there are trees standing in the water.” This is the traditional territory of the Anishnabeg, the Wendat, Haudenosaunee, and the Mississaugas of the Credit, and is covered by Treaty 13 and the Williams Treaties.

Accommodation

Innocence Canada is committed to providing a barrier-free recruitment and selection process in compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code. Accommodations are available upon request. If you require accommodation at any stage, please contact Stephanie Nowak via the email above.

Equity Statement

Innocence Canada is an equal opportunity employer and is committed to building a workplace grounded in anti-oppression principles. We recognize systemic inequities and strive for diverse, inclusive hiring practices. We strongly encourage applications from equity-seeking and systemically marginalized communities.