UNION OF NATIONAL EMPLOYEES (UNE) – PSAC

Employment Opportunity

COMMITTED TO EQUALITY IN THE WORKPLACE

Competition Start Date: November 17, 2026

Selection Process:	RECR-2026-08-Director Operations
Position Title:	Director of Operations
Employment Type:	One (1) Indeterminate (permanent) position
Classification:	Band 14 (Under Review)
Language:	Bilingual Essential
Salary:	$156,309 to $177,499 plus $1,910 Bilingual Allowance
Group:	Excluded
Location:	150 Isabella Street, 9th Floor, Ottawa, Ontario K1S 1V7
Search Area:	Internal; AEU membership; UNE membership; General Public
Closing Date:	December 1, 2026, at 4 p.m. (EST)

Important Information About the Submission of Applications

1) The applicant must submit a letter of intent explaining clearly how they meet the qualifications related to Education and Experience as well as a copy of an updated résumé.

2) Applicants must clearly indicate, in their letter or résumé, their linguistic proficiency in their second official language using one of the following: no knowledge, beginner, intermediate or advanced.

3) Please confirm in your email if you are applying from one of the following categories: Internal (current UNE employee); AEU membership; UNE membership; General Public.

4) All applications must be submitted by email to the following email address: hr-rh@une-sen.org. Please specify "RECR-2026-08- Director Operations Indeterminate" in the subject line when submitting your application. Failure to do so may result in your application not being properly considered for the position.

5) Application will be accepted until the end of business on December 1, 2026 (4 p.m. ET)

6) Please advise if you require any accommodation measures as part of this selection process.

NOTES

A screening board will review applications. The Board's decision will be based on the contents of the application. It will be the responsibility of the applicant to provide evidence of demonstrated ability by providing necessary information and documents with the application.

The Union of National Employees - PSAC is committed to building an inclusive workplace where diversity of thought – and of people – are recognized, valued and considered essential to achieving our goals, including ensuring workforce representative of our membership. We thrive to create a work environment that is welcoming to everyone and encourage applications from equity seeking groups including Women, Indigenous workers, Black workers, Racialized workers, workers with disabilities, and workers from the two-Spirit, lesbian, gay, bisexual, trans, queer and intersex community (2SLGBTQI+).

Position Description

Purpose of Position

Under the direction of the National President, the Director of Operations is the senior operational management position of the Union of National Employees (UNE), responsible for the overall leadership, management, coordination and administration of the organization's day-to-day operations.

The position provides strategic and operational leadership across Human Resources, Finance, Labour Relations and Membership Engagement and Governance, ensuring effective management of staff, financial and organizational resources, and the delivery of services consistent with UNE's mandate, policies and strategic priorities.

The Director serves as the primary management link between UNE staff and elected leadership, establishing clear lines of accountability and ensuring that operational and staff-related matters are managed at the appropriate level. The position provides a consistent management structure that allows elected officers to focus on their governance, representational and strategic responsibilities.

The Director is responsible for directing and supervising staff performance and workplace matters, including establishing operational priorities, overseeing organizational resources, and ensuring accountability for organizational results.

As a member of UNE's senior leadership team, the Director provides advice and recommendations to the National President on organizational effectiveness, operational risks, workforce management, financial sustainability and administrative matters.

The position exercises management authority within established policies and delegated authorities, while respecting the governance and decision-making responsibilities of elected leadership.

Statement of Responsibilities

1. Organizational Leadership and Operational Management

- Provides overall leadership, direction and management of UNE's day-to-day administrative and operational activities.
- Develops, implements and monitors operational plans, priorities and objectives consistent with the direction established by the National President and elected leadership.

- Ensures effective coordination and integration of Human Resources, Finance, Labour Relations and Membership Engagement and Governance functions.
- Establishes operational standards, management practices, reporting mechanisms and accountability measures.
- Identifies organizational challenges, operational risks and opportunities for improvements in efficiency and service delivery.
- Leads organizational change initiatives, administrative improvements and cross-functional projects.
- Ensures appropriate allocation and effective utilization of human, financial and operational resources.
- Monitors departmental performance and ensures timely delivery of organizational priorities.
- Provides regular operational reports, recommendations and advice to the National President.
- Ensures compliance with organizational policies, governing documents, applicable legislation and established administrative requirements.

2. Staff Management and Leadership

- Exercises direct management and supervisory authority over the Senior Human Resources Advisor, Finance Coordinator, Director of Labour Relations and Coordinator, Membership Engagement & Governance.
- Establishes work priorities, performance expectations, objectives and deliverables for direct reports.
- Oversees staff management practices across UNE and ensures consistency in the application of workplace policies and procedures.
- Conducts performance evaluations, provides coaching and guidance, and supports employee development.

- Manages staff attendance, leave, workload distribution, performance concerns and other day-to-day employment matters within delegated authority.
- Oversees staffing requirements, recruitment planning, workforce allocation and succession planning.
- Addresses workplace concerns, employee relations issues and operational conflicts, with support from the Human Resources function as required.
- Ensures appropriate documentation, follow-up and resolution of staff management matters.
- Promotes accountability, professionalism, collaboration and a respectful and inclusive workplace.
- Identifies significant staffing issues and provides recommendations to the National President where decisions exceed delegated authority.

3. Relationship Between Staff and Elected Leadership

- Serves as the primary management point of contact between UNE staff and elected leadership for operational and staff-related matters.
- Establishes and maintains clear reporting relationships and management accountability across the organization.
- Coordinates operational requests and priorities from elected leadership to ensure appropriate assignment, communication and follow-up.
- Ensures that direction to staff is communicated through established management channels, while facilitating effective working relationships with elected officers.
- Manages routine operational and workplace matters, reducing the need for direct involvement by elected officers in day-to-day staff supervision.
- Advises elected leadership on matters requiring executive direction, approval or intervention.
- Ensures staff concerns are addressed through appropriate management processes, while respecting collective agreement rights and established reporting mechanisms.

- Supports effective communication and collaboration between staff and elected leadership.
- Maintains a clear distinction between elected leadership's governance and representational responsibilities and management's operational and supervisory responsibilities.

4. Human Resources Management and Oversight

- Provides management oversight of UNE's Human Resources function and supervises the Senior Human Resources Advisor.
- Ensures effective administration of recruitment, staffing, performance management, employee development, benefits and workplace policies.
- Oversees organizational workforce planning, position management, succession planning and staff development initiatives.
- Ensures appropriate application of employment legislation, collective agreements, occupational health and safety requirements and internal policies.
- Oversees the management and resolution of employee relations matters, workplace complaints, accommodation requests and performance issues.
- Monitors significant Human Resources risks and ensures appropriate advice, documentation and management action.
- Supports the development, implementation and review of Human Resources policies, procedures and programs.
- Ensures effective coordination between Human Resources and other departmental functions.

5. Financial Management and Organizational Accountability

- Provides management oversight of UNE's financial operations and supervises the Finance Coordinator.
- Oversees the coordination and preparation of organizational budgets, financial forecasts, financial reports and related analysis.

- Monitors expenditures, financial performance, operational costs and resource requirements.
- Ensures effective financial controls, expenditure monitoring, reporting practices and accountability measures.
- Reviews financial information and provides advice and recommendations to the National President regarding financial risks, resource allocation and organizational sustainability.
- Supports the development and implementation of financial policies, procedures and administrative improvements.
- Oversees the implementation of audit recommendations and corrective measures.
- Ensures financial considerations are appropriately integrated into operational planning and decision-making.
- Promotes responsible financial stewardship and efficient use of organizational resources.

6. Labour Relations Operations

- Provides management oversight of UNE's Labour Relations function and supervises the Director of Labour Relations.
- Establishes operational objectives, work priorities and performance expectations for the department.
- Ensures appropriate planning, coordination and allocation of departmental resources.
- Monitors operational performance, service delivery requirements and significant organizational risks.
- Supports the implementation of labour relations priorities and decisions established by elected leadership.
- Facilitates coordination between Labour Relations and other UNE departments.
- Ensures the National President is appropriately informed of significant operational matters, emerging issues and resource requirements.

- Supports departmental planning, administrative improvements and organizational reporting.

7. Membership Engagement and Governance Operations

- Provides management oversight of UNE's membership engagement, governance support and administrative services.
- Supervises the Coordinator, Membership Engagement & Governance and establishes operational priorities and performance expectations.
- Oversees the effective delivery of membership administration, governance support, communications coordination and related services.
- Ensures appropriate management of membership records, information systems and administrative processes.
- Supports improvements to membership data integrity, service delivery, operational systems and internal procedures.
- Ensures effective coordination of administrative support for meetings, committees, conferences, conventions and other organizational activities.
- Monitors departmental resource requirements, operational challenges and service standards.
- Ensures coordination between membership services and other UNE functions.
- Supports the implementation of membership-related initiatives approved by elected leadership.

8. Governance, Strategic Advice and Organizational Development

- Serves as a senior operational advisor to the National President on organizational management, administration and operational matters.
- Supports the implementation of decisions and priorities established by elected leadership and UNE's governing bodies.
- Provides advice and recommendations on organizational structure, staffing, resource allocation, operational policies and administrative practices.

- Identifies emerging organizational risks and recommends practical mitigation strategies.
- Leads initiatives to strengthen internal management systems, accountability and organizational effectiveness.
- Coordinates the preparation of operational reports, briefing materials, recommendations and presentations for elected leadership.
- Supports the development, implementation and review of organizational policies and procedures.
- Promotes effective governance practices and ensures operational activities remain aligned with UNE's governing documents and organizational mandate.
- Maintains effective working relationships with elected officers, staff, external advisors, service providers and other stakeholders.

Knowledge

The position requires:

- Advanced knowledge of organizational management, strategic planning, operational administration and leadership principles.
- Extensive knowledge of human resources management, employee relations, performance management, organizational development and workforce planning.
- Strong knowledge of financial management principles, including budgeting, forecasting, financial reporting, internal controls and financial accountability.
- Sound understanding of labour relations, collective agreement administration, employment legislation and unionized workplace practices.
- Advanced knowledge of union governance structures, bylaws, policies, organizational decision-making and the relationship between elected leadership and staff management.
- Knowledge of membership-based organizations, member services and administrative systems.

- Knowledge of organizational risk management, change management, project management and operational improvement.
- Knowledge of privacy, confidentiality, information management and records management principles.
- Understanding of the Canadian labour movement and the political and operational environment of a national labour organization.

Interpersonal Skills

The position requires:

- Exceptional leadership and relationship-building skills to manage multidisciplinary teams and work effectively with elected leadership.
- Strong communication, negotiation, consultation and conflict-resolution skills.
- Ability to establish credibility and maintain effective working relationships with employees, managers, elected officers, union representatives and external stakeholders.
- Ability to manage sensitive workplace matters and difficult conversations with professionalism, discretion and sound judgment.
- Ability to provide constructive feedback, manage performance concerns and resolve operational conflicts.
- Strong political acuity and the ability to navigate complex organizational relationships while maintaining professional management boundaries.
- Ability to influence, advise and support decision-making without assuming the responsibilities of elected leadership.

Concentration

The position requires sustained attention and analytical judgment in managing complex operational matters, evaluating competing organizational priorities and addressing sensitive staffing and management issues.

The Director must regularly assess financial, human resources and organizational information, identify risks, develop recommendations and make decisions involving multiple departments and competing requirements.

The position requires frequent adjustments to priorities, management of interruptions and timely responses to urgent operational and workplace matters.

Impact

Decisions and recommendations made by the Director of Operations have a significant impact on UNE's organizational effectiveness, staff performance, financial management, operational continuity and service delivery.

The position directly influences the organization's ability to implement strategic priorities, maintain effective workplace relationships, manage financial and operational risks, and provide consistent administrative support to elected leadership and members.

Errors in judgment or ineffective management may result in financial losses, operational disruptions, employee relations issues, reputational risks, legal exposure or reduced organizational effectiveness.

Responsibility for Information

The position has access to highly sensitive and confidential information, including:

- Employee personnel files, performance records and workplace matters.
- Labour relations, grievance, disciplinary and legal information.
- Financial reports, budgets, forecasts and organizational financial records.
- Membership information and confidential organizational records.
- Strategic planning documents and information concerning elected leadership decisions.

Development and Leadership

The Director of Operations provides senior management leadership across multiple organizational functions and is responsible for directing, supervising and evaluating departmental leads.

The position:

- Establishes departmental and individual performance objectives.
- Provides management direction, coaching, guidance and feedback.
- Oversees staff development, training and succession planning.
- Ensures effective coordination and accountability across departments.
- Promotes consistent management standards and organizational practices.
- Leads operational change initiatives and organizational improvements.
- Provides guidance to elected leadership on operational and staff management matters.

Working Conditions

The position primarily operates in an office environment and is regularly exposed to competing priorities, sensitive organizational issues, confidential personnel matters and operational pressures.

The Director must manage complex workplace situations, financial and operational risks, demanding deadlines and interactions with multiple stakeholders.

The position may require occasional extended working hours, attendance at meetings and organizational events, and travel as required.

Qualifications

Education

- University degree in business administration, public administration, human resources management, industrial relations, finance or a related discipline.
- A graduate degree in management, business administration or a related field is considered an asset.
- An equivalent combination of education, training and significant relevant experience may be considered.

Experience

- Extensive progressive management experience, including significant senior-level responsibility for organizational operations and staff management.
- Demonstrated experience leading and supervising multidisciplinary teams.
- Significant experience managing staff performance, workplace issues, organizational resources and operational priorities.
- Experience overseeing Human Resources, Finance, Labour Relations or other corporate and administrative functions.
- Demonstrated experience in budgeting, financial planning, financial oversight and resource management.
- Experience working in a unionized environment, labour organization or comparable membership-based organization.
- Experience advising and working effectively with elected leadership, governing bodies or senior executives.
- Experience leading organizational change, operational improvements and cross-functional initiatives.
- Experience managing sensitive employee relations and organizational matters.

Skills and Abilities

- Strong strategic and operational leadership skills.
- Demonstrated ability to manage complex organizational operations and multidisciplinary teams.
- Excellent judgment, decision-making and problem-solving abilities.
- Strong financial literacy and organizational management skills.
- Ability to manage staff performance, address workplace issues and maintain accountability.
- Ability to balance competing priorities and manage organizational risks.
- Strong analytical, planning and project management skills.

- Ability to develop and implement operational policies, procedures and organizational improvements.
- Excellent written and oral communication skills in both official languages.
- Strong computer skills, including Microsoft Office Suite and organizational management systems.

Personal Suitability

- Excellent judgment, integrity and professionalism.
- High degree of discretion and confidentiality.
- Strong leadership, accountability and decision-making abilities.
- Political acuity and organizational awareness.
- Ability to establish appropriate professional boundaries between elected leadership and staff management.
- Strong interpersonal and conflict-resolution skills.
- Collaborative and solutions-oriented approach.
- Ability to work effectively under pressure and manage sensitive organizational matters.
- Adaptability, initiative and commitment to continuous improvement.
- Demonstrated commitment to equity, diversity, inclusion and respectful workplace practices.

Other Requirements

- Demonstrated commitment to the values and principles of the Union of National Employees and the broader labour movement.
- Demonstrated commitment to equity, diversity, inclusion, anti-racism, anti-oppression, reconciliation and accessibility.

Job Requirements

- Ability to travel occasionally.

- Advanced proficiency in English and French.
- Availability to work outside regular hours when required to meet organizational needs.