



## Position Profile

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Director of Operations and Alumni Relations  
2023



## About TFS

### INDIVIDUALS WHO REFLECT, CITIZENS WHO ACT

TFS is a leading independent educational institution that has been instrumental in the shaping of today's Canada, as the first French immersion school in the country and pioneer of bilingualism. They are an extremely diverse community that sets out to develop multilingual critical thinkers who celebrate difference, transcend borders and strive for the betterment of humankind. Throughout their history, TFS students have been characterized by their academic ambition, as well as by their determination to acquire an international perspective on local and global affairs.

In pursuit of this mission, TFS recruits excellent staff members who are deeply committed to the highest standards of teaching and learning, and who also share their passion for the all-round development of students as accomplished individuals and responsible citizens. Their staff members benefit from exceptional professional learning opportunities and a competitive compensation package.

TFS is committed to safeguarding and promoting the welfare of children, young people and adults, and all of their staff and volunteers are expected to undergo child protection screening.

They recruit candidates who embrace their TFS values of integrity, discernment, respect and engagement.

For more information on the background of the school, please visit their website <https://www.tfs.ca>.

## About TFS Foundation

In an innovative model, the TFS Foundation leads the outreach to engage TFS families, alumni and friends to provide the support needed to advance the school's mission. Their raison d'être is to strengthen school pride and connections with the school through engagement and giving.

The work of the Foundation includes leading the school's fundraising program, encompassing annual giving, major and special gifts, donor recognition, and stewardship. In addition, the Foundation team leads programming to support engagement of alumni in the life of the school.

Led by a volunteer Board of Directors actively engaged in fundraising, the team works collaboratively with its partners – Head's Council (the TFS leadership team), the TFS Alumni Association Executive and the TFS Parents' Association – to engage their community, helping to nurture a culture of philanthropy and volunteering, which is critical to the school's well-being.

The Foundation is currently in the early stages of a comprehensive campaign that will focus on capital renovations to its two campuses and on growing their current financial assistance program.

To successfully achieve these key objectives, the Foundation seeks to hire someone who will have a significant impact on their campaign and advancement successes.

The Foundation is a fast-paced and professional team, working tirelessly and cooperatively to rapidly achieve its objectives.

TFS Foundation's main working language is English with the majority of volunteers and current parents being English speakers. TFS supports French language learning among staff by offering instruction to staff through Alliance Française.

To learn more about TFS's upcoming \$40M campaign please click on the link below for more information.

<https://www.tfs.ca/our-community/master-campus-plan>

## The Role

Reporting to the President (CEO) of the Foundation, the Director of Operations and Alumni Relations is responsible for supporting the financial goals of the Foundation via strong operational leadership and strategic support.

The Director manages three direct reports: the Philanthropy & Advancement Services Specialist, Manager of Development Communications and Alumni Officer.

The incumbent works closely with the Foundation's Major Gifts, Stewardship and Leadership Giving personnel to develop and implement fundraising strategies.

This role is critical in operationalizing all campaign initiatives, ensuring that plans and objectives are met.

The incumbent collaborates with the Office of the Head of School, Marketing and Communications, Enrolment Management, Finance, Human Resources, the TFS Board of Directors and TFS Foundation Board of Directors, the TFS Alumni Association, the TFS Parents' Association and alumni, parents and donors.

The position is broken down as follows: 25% advancement services and reporting; 20% management and leadership; 20% alumni relations; 20% communications; and 15% strategic and business planning.

## Key Responsibilities

### ***Advancement Services and Reporting***

- Create best practices that guide the team's approach to collecting data, protecting data, ensuring the data's integrity and writing data-based reports in support of the fundraising staff, alumni relations group and senior leadership.
- Maximize the potential of various databases and third-party applications as they relate to fundraising and constituent engagement.
- Provide research-based advice on how to enhance TFS's donor pipeline.
- Advise on research tools and support the creation of donor profiles and briefing notes.

### ***Management and Leadership***

- Manage a team dedicated to Foundation operations.
- Support, mentor and build the team's skills.
- Advocate for the team's needs and successes within TFS's overall administrative organization.
- Work closely with the school's Finance team on creating and managing the department budget, setting financial targets for funding priorities, ensuring accurate allocation of Foundation grants in keeping with the Board's and donors' intentions, monitoring campaign progress.
- Work closely with the Enrolment Management office on matters related to the Foundation and the school's scholarship and bursary programs.

### ***Alumni Relations***

- Develop strong relationships with members of the TFS Alumni Association and work with them to create and execute a multi-year Alumni Strategic Plan, succession planning, and the development of a local, national and international alumni branch engagement program.
- Oversee the annual Alumni of Distinction award program, the management of the annual Alumni Reunion, and other annual alumni programming.
- Collaborate with the Foundation Team on growing the Alumni Annual and Reunion Giving programs.

- Engage with Alumni who are also current parents and promote TFS as the school of choice among alumni for their own children.
- Be the internal advocate for alumni in the context of inclusion in Community Relations conversations.

**Communications**

- Work closely with the Marketing and Communication team to ensure alignment with the School's brand and messaging.
- Oversee the development of and management of campaign-related communications to ensure the fundraising case for support is effectively articulated both internally and externally through various communications vehicles.
- Collaborate on producing items for the editorial calendar, including e-newsletters, reports and the school's annual report. Assist in developing themes and topics, and in ensuring that content is produced and published on schedule.
- Help manage messages such that they are addressing the correct audiences, with specific emphasis on current parents and alumni.

**Strategy and Business Planning**

- Plan and monitor the strategic plan and budget for the TFS Foundation.
- Plan and execute targeted and comprehensive strategies, timelines and budgets.
- Create an operational plan, aligned with TFS's overall strategic plan, that steers the Foundation team towards growth.
- Develop key performance indicators and best practices that will drive efficiencies within the Foundation.
- Develop reports and analysis that will support strategic resource allocation within the Foundation team.
- Contribute to campaign planning.

**The Opportunity**

As Director of Operations and Alumni Relations, you will be joining a fast-paced educational organization that thrives on excellence in an atmosphere that combines professionalism with a strong family-oriented and congenial culture. No two days will ever be the same in this multi-faceted position that will demand the best of your strategic and operational abilities and expertise, both as a manager and an in-house advisor. The role offers an opportunity to build relationships with some of Canada's most influential donors and families during the execution of an exciting capital campaign.

There are many benefits working with TFS including great benefits and pension and vacation time. Employees of TFS can apply for admission for their children from age two to graduation with reduced tuition fees. There are also opportunities for language instruction in French as well as annual professional development and training opportunities.

**Candidate Experience**

You are an operations professional with seven to ten years of fundraising operations experience. You have worked within a professional fundraising and major gift organization, preferably in an environment with a significant number of individual donors. Ideally your background includes experience in a variety of operational areas including data, research and reporting, alumni relations, communications, strategic and business process improvement – any functions that support the revenue goals of the Foundation.

You will have a proven track record managing and mentoring staff and building them into a well-oiled team, providing them with a high level of accountability and autonomy.

## Personal Attributes

You must be a smart, driven, creative and solution-oriented individual. You take the initiative and are able to cut through the clutter to see what needs to be done. You know how to have positive and productive relationships with a wide range of individuals, and when it's necessary to assert yourself, you can advocate for the needs of the Foundation. And you work hard, leading by example.

You work extremely well in tight knit teams that support each other. You put up your hand when a colleague needs support. And while this is an operational role, the person must be a strong relationship manager, communicator and front facing person when interacting with a wide range of stakeholders. You naturally enjoy interacting with others and building relationships with a wide range of individuals.

The school has multiple locations and leaders with established systems and procedures. You have experience working in a complex organization with patience and curiosity.

Because the position's mandate is highly diverse and moves between funding objectives and operational functions, you must be extremely flexible, able to pick up and run a variety of tasks, regardless of previous experience. And it is essential that you share the Foundation team's "all hands-on deck" attitude—willing to jump in and help whenever and wherever it's needed.

## Core Competencies

- Excellent communications skills, both written and verbal.
- Adept at problem solving and strategic planning activities in a team setting.
- Able to build upon the existing strengths of the team, while adding new and creative programs and keeping current with new trends in fundraising.
- Strong business process improvement skills – is skilled at improving how things are done and asking, "how can we do it better?"
- A strategic and systematic thinker who can prioritize multiple current goals while identifying what needs to be done in the future. You are good at measuring these priorities and communicating them to all key stakeholders, including your staff.
- Excellent interpersonal and relationship-building skills.
- Expert in logistics, work-back schedules, and technology.
- Strong attention to detail, organization and planning.
- Adept at building out financial plans and tracking those plans throughout a project life cycle.
- Big picture thinker who can also be hands-on to support the team.
- Able to manage and support the needs of senior administrators, board members, and high-level fundraising volunteers.
- Thorough understanding of and experience dealing with high-net-worth individuals, including effective stewardship of individuals and leading groups of donors.
- Skilled at working with highly confidential information in a discrete and diplomatic manner.
- Committed to service and the value of an independent school environment.
- The ability to communicate in French or Mandarin would be an asset.
- Bachelor's degree.

## Location & Working Culture

The main TFS campus is located at Lawrence and Bayview Avenues. To preserve TFS's outstanding school culture and environment, all staff are expected to come to the office on a daily basis. There is some flexibility during the summer months to work out of the office and TFS supports the needs of parents to attend family-oriented appointments.

## How to Apply

We thank all candidates in advance. We will, however, contact only those selected for an interview. To apply, please submit, in confidence, a resumé along with a cover letter that sets out your interest in the role and highlights the experience you have relevant to the role. Please state your salary expectations in your cover letter. The preferred method of application is online at [searchsmartconnect.com/jobs](https://searchsmartconnect.com/jobs)

TFS-Canada's International School welcomes applications from Indigenous persons, persons with disabilities, visible minorities, women, persons of all sexual orientations and genders, and others with the skills and knowledge to productively engage with diverse communities. If you require accommodation, we will work with you to meet your needs.

## Contact Details

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