



Director of Finance and Operations Hybrid Role (largely remote)

Interested in using your initiative, organizational operations experience, attention to detail in support of a growing organization focused on developing new affordable housing and progressive housing policy research?

TWC is looking for an experienced, skilled person to join our team in the senior position of Director of Finance and Operations. The position will involve working remotely with the need for occasional in-person meetings in Ontario.

The position is **full-time**.

TWC provides non-profit, government and private sector clients across Canada with:

- Affordable Housing Development Services
- Housing Policy and Research Services

More information about TWC can be found at www.twcinc.ca

The Director of Finance and Operations's core responsibilities are to lead a team of four and to provide leadership in the internal operations of a growing firm of 18 persons. This job description is as follows:

Director of Finance & Operations:

Reports to: CEO

Direct Reports: Senior Financial Analyst, Administrative assistants

Role Summary:

The Director of Finance & Operations (DFO) provides senior leadership for the organization's financial stewardship, operational infrastructure, and internal performance. Reporting to the CEO, the DFO ensures the organization operates with strong financial discipline, effective internal systems, and a supportive organizational environment that enables teams to deliver high-quality work.

The DFO leads the finance function and oversees corporate operations, people systems, and organizational processes. Working closely with the CEO and Directors, the DFO translates strategic priorities into financial plans, operational systems, and performance management practices that support sustainable growth and effective and consistent project delivery.

This role is primarily focused on leadership, oversight, and strategic support, ensuring the organization's financial and operational foundations are strong, scalable, and aligned with its goals.

Key Responsibilities:

Financial Stewardship & Organizational Performance

- o Provide overall leadership and oversight of the organization's financial management.
- o Ensure accurate financial reporting, strong financial controls, and responsible stewardship of resources.
- o Lead organizational budgeting, forecasting, and financial planning processes.
- o Monitor financial performance and provide analysis and insight to the CEO and leadership team.
- o Oversee development and policy project financial tracking, revenue management, and financial performance across the organization.
- o Identify financial risks and opportunities and support informed decision-making.

Operations & Corporate Infrastructure

- o Oversee the operational systems and infrastructure that support the organization's work.
- o Ensure internal processes, tools, and workflows support efficient project delivery.
- o Maintain and improve organizational policies, procedures, and internal documentation.
- o Oversee corporate administration including contracts, IT systems, and office operations.
- o Ensure operational practices support financial discipline and organizational accountability.

People & Organizational Systems

- o Oversee internal people systems including HR policies, performance management processes, and staff support practices.
- o Work with the CEO and Directors to support recruitment, onboarding, and professional development.
- o Ensure HR practices comply with employment legislation and organizational policies.
- o Support Directors with resourcing, workload planning, and staff management issues.
- o Foster a healthy, collaborative, and high-performing workplace culture.

Planning, Risk Management & Organizational Performance

- o Translate strategic priorities set by the CEO into operational and financial plans.
- o Monitor organizational performance indicators including financial performance, capacity, and utilization.
- o Identify and manage financial, operational, and organizational risks.
- o Support leadership decision-making through analysis, reporting, and performance monitoring.
- o Ensure appropriate internal governance, controls, and accountability mechanisms are in place.

Leadership & Executive Support

- o Serve as a member of the senior leadership team and trusted advisor to the CEO.
- o Provide financial and operational insight to support strategic decision-making.
- o Lead internal planning and coordination across teams.
- o Support organizational change initiatives and internal communication.
- o Ensure the organization's internal systems evolve as the organization grows.

Team Leadership

- o Lead and mentor the Senior Financial Analyst.
- o Ensure high standards of financial reporting, analysis, and internal accountability.

- o Support continuous improvement within the finance and operations functions.

Key Relationships

Internal

- o CEO (primary partner)
- o Director of Policy, Programs & Development
- o Directors of Development
- o Finance and Corporate Support teams

External

- o Accountants, auditors, legal counsel
- o HR, IT, and corporate service providers
- o Funders, lenders, or partners (as delegated)

Education & Experience

- o Post-secondary degree in finance, business or related fields.
- o Experience with payroll, staff management, and administration.
- o 7–10+ years of progressive leadership experience in operations, finance, or organizational management in the private, public or non-profit sector.
- o Proven and demonstrated experience overseeing finance, lending, underwriting, budgeting, forecasting, and corporate service teams.
- o Experience in consulting, housing, development, or professional services environments is an asset.
- o Demonstrated success building scalable systems and internal infrastructure.
- o Strong proficiency in Microsoft Excel and financial analysis.
- o Proven people leadership and sound professional judgment.
- o Strong analytical, organizational, and communication skills.
- o An ability to work independently and collaboratively with project teams in a fast-paced environment. Occasional evening and week-end work is required. A good sense of humour is also an important asset.

Successful candidates will be required to complete and pass a criminal record and background check as a condition of employment.

Compensation will range from \$90,000 to \$110,000 based on candidate experience.

If interested, please apply by e-mail to: twelch@twcinc.ca, as soon as you would like, but no later than Tuesday, July 22nd, 2026. If you have any questions regarding this position, please contact Tim Welch by e-mail or by phone at (519) 729-8924.

Please note that Artificial Intelligence **will not** be utilized in the selection of a candidate for this position.