

Impact Network Program Manager

The Program Manager is accountable for the overall success of Sustainable Waterloo Region's (SWR)'s Impact Network program. This individual will work closely with the Sustainability Programs Division Manager to effectively manage all aspects of the program, ensuring strong partner relationship and engagement. Additionally, the Program Manager works alongside the Sustainability Programs Division Manager and Executive Director (ED) to set, develop action plans and achieve longer term strategic initiatives of the program.

The Impact Network is Sustainable Waterloo Region's (SWR) flagship program. We foster the development of the local clean economy by supporting organizations to set ambitious and realistic sustainability targets. We encourage an overall approach to sustainability, with focus on carbon, waste and water operations.

The Impact Network is a fully integrated environmental sustainability program that was designed by and for Waterloo Region and beyond. The services and framework are designed to support local sustainability issues in a way that fits with the most common international standards

As the Impact Network Program Manager you would:

Strategic Planning

- Manage Impact Network program resources, develop organizational tools, and define targeted performance metrics to ensure the programming is sufficiently supported to be successful.
- Monitor the program for consistent engagement and delivery of services to stakeholders, analyzing program trends, identifying risks and escalating these to the Sustainability Programs Division Manager as necessary for mitigation.
- Maintain the Program framework by engaging members through the Program Milestones and updating key process documents
- Develop Key Performance Indicators and program visioning in partnership with Sustainability Programs Division Manager and monitor them on an ongoing basis for program evaluation
- Track and report on expenditures against program specific budget.

Member Engagement

- Ensure all aspects of effective member management including:
 - Running effective member meetings
 - Managing and proactively reducing turnover
 - Working with members to set sustainability targets, strategies and plans
 - Acting as Green Team coach, facilitator and resource support
 - Working with Impact Network team to develop member surveys and supporting Coordinator in data analysis
 - Monitor completion of SDG modules
 - Performing walk-throughs for program tools and resources, such as CarbonHound, the SDG action manager, and Memberlink
- Own all aspects of member recognition including:
 - Social media support
 - Blogging
 - Case study identification
 - Year-end report stories
 - Awards
 - Goal execution strategies and implementation
- Assist with business development opportunities for new members in conjunction with executive director
- Support members with Change management work through resource development and strategies
- Attend and engage in member working group execution and planning

Team Management, Collaboration & Mentorship

- Directly manage volunteers/staff on a day-to-day basis including mentorship, professional development and performance management.
- Collaborate with the Events team to create impactful events in alignment with program and member objectives and provide event execution support.
- Foster strong external relationships with partners such as BCorp, Green Economy Canada and Carbonhound
- Complete monthly Board reporting through ED Report
- Submit budget requests to finance team
- Participate in team meetings including: Office Team, Functional Area Manager, SWR Team, and program meetings (as applicable).
- Other duties as required.

As a strong candidate for this role, you have the following skills, attributes, and experience:

- Completion of post-secondary program of studies in Environmental Studies, Business, or equivalent experience.
- Passion for environmental issues, community-based leadership, and our local communities
- Strong business background with understanding of how sustainability programs can contribute to organizational goals, KPIs and meeting the mission.
- Proven ability to manage and build strong complex collaborative relationships with diverse people and organizations.
- Team player with established success coaching and developing a strong team.
- Exceptional skills in project and program management.
- Knowledge of greenhouse gas accounting, waste audits, and water footprinting.
- Excellent communication and presentation skills
- Results-oriented and self-driven to succeed.
- Impressive time management and organizational skills with strong attention to detail and ability to juggle multiple projects of varying natures simultaneously.
- Availability outside of 9 AM-5 PM for events and volunteer meetings.
- Knowledge of or experience with software applications like Tableau, WordPress and Salesforce
- Access to reliable transportation to visit member locations throughout the region as necessary.

Employment Details: This is a full-term permanent position

Compensation: \$55,000 annually

Benefits: Team members can access a discounted bus pass and a benefits package is available for this role following three months of employment.

Working Location: This position is hybrid. Weekly, every Wednesday the team works in person at the SWR office located at 420 Wes Graham Way, Waterloo, Ontario N2L 0J6. For the rest of the week, the team member may choose to work remotely or in person.

To apply please: Send an email with your current resume and cover letter to Taginder Clair at recruitment@sustainablewr.ca. Please include the role title and your name in the subject line.

Sustainable Waterloo Region is committed to creating an accessible and diverse culture where everyone belongs. We commit to actively working to empower full participation and ensure fair treatment within our organization, for those we serve, and for generations to come.

We believe diversity strengthens our organization, and we strongly encourage applications from qualified candidates of any background and lived experience. If you require accommodation, please let us know.