

<b>Position Overview</b>	
<b>TITLE</b>	<b>Manager, Program and Events</b>
<b>Unit</b>	Philanthropic Foundations Canada
<b>Reporting to</b>	President
<b>Category</b>	Programs
<b>FT or PT Status</b>	Full-time
<b>Amendment date</b>	July 2017

## Manager, Program and Events

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**Position Summary**

The Manager, Programs and Events develops and delivers PFC’s learning programs, which include both events and learning resources. Events include conferences, Webcasts, face-to-face workshops and member-driven gatherings and discussions. Resources include publications, newsletter items, and management of website resources.

**Key Responsibilities:**

- Leads the development of the annual member learning program plan
  - Sources, compiles and shares learning resources and information with members
  - Works in collaboration with the Director, Member Services to develop the schedule of learning events and initiatives
  - Coordinates and schedules high quality learning initiatives
  - Summarizes event evaluations and distills learnings to advance the quality of these initiatives in the future
  - Manages content and logistics for major annual convenings (conference and symposia)
  - Manages development of PFC learning publications
  - Contributes to PFC communications content
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## Key Tasks

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### Learning Initiatives

- **Leadership**
  - Assesses content needs by understanding member interests and learning about the issues and emerging trends of the philanthropic community in Canada and abroad
  - Develops an annual learning program plan for members, in collaboration with the Director, Member Services
  - Leads in creation and management of content for annual conference
- **Implementation**
  - Manages and schedules all program and learning initiatives
  - Creates and maintains content of dedicated websites for PFC conferences
  - Organizes the logistics and content for online and in-person events
  - Sources, makes contact with, coordinates and schedules facilitators (including external providers) and vendor management
  - Proactively sources and schedules speakers for annual conferences
  - Manages the development of the program and venue logistics with conference organizer
  - Develops communications plans to promote learning initiatives to members
  - Maintains and updates the events calendar on the PFC web site and researches/posts other events of interest to members
- **Evaluation and Tracking**
  - Evaluates all training events and initiatives and provide analysis to the team
  - Integrates feedback and lessons learned from evaluations as appropriate to strengthen the quality of learning provided to members
  - Maintains event training records– including data input of training activities using the online database
  - Collates and maintains data for reporting on attendance and evaluations
  - Prepares quarterly and annual reports and presentations to summarize learning initiatives, topics, number of attendees, evaluation scores per learning initiative and overall
  - Continuously assesses different and new online learning systems and proposes enhancements where appropriate
- **Research and Communications**
  - Sources, compiles and uploads information and learning resources to the PFC website in a timely and proactive manner
  - Works with the Director, Member Services to develop questions on learning initiatives for the annual member survey
  - Integrates member feedback into the design of learning initiatives
  - Consistently researches topics that are of interest and pertinence to members in philanthropy, foundation management and grantmaking practice
  - Provides a summary of potential topics and information learned from informal research at quarterly emerging trends and monthly round-up staff meetings to the CEO and Director of Member Services.
  - Provides upcoming events information for the PFC e-news

### Member Services Support

- **Member Resources**
  - Works with the Director, Member Services to ensure that member enquiries are managed satisfactorily and in a timely way

- Works with the Director, Member Services in developing and implementing PFC publications on practices and topics for grantmakers
  - Works with the Director, Communications to promote publications
  - **Membership Support and Annual Member Surveys**
    - Supports the Director, Member Services in the development, implementation and evaluation of the annual member survey
    - Updates member contacts in Salesforce database on regular basis
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## Qualifications

### Academic Qualifications:

- University bachelor's degree in a related field

### Experience:

- Minimum 5-7 years' experience in the non-profit sector
- Minimum of 5 years' experience in event coordination (or Minimum of 5 years of experience in an appropriate field).
- Experience in online course administration such as in a Learning Management System environment is an asset

### Expertise:

- Has excellent written (English, French) and verbal (English & French)
- Strengths in planning, decision-making, facilitating, negotiating and process improvement
- Strategic and creative thinker, willing to continually expand working knowledge of philanthropy issues and trends, and the latest educational programming strategies
- Ability to assess and interpret educational and professional developmental needs
- High degree of self-motivation; ability to determine priorities, be self-directed and work with minimal supervision and confidently lead and initiate projects without explicit authority
- Client service oriented, professional and excellent judgment
- Excellent time management, organization, written, oral and interpersonal communication skills
- Ability to multi-task, change priorities quickly and easily transfer skills on various special projects assigned
- Skilled in team collaboration and interpersonal exchanges
- Ability to develop, plan and implement short and long-range goals
- Keen interest in reviewing work processes and recommending efficiency improvements
- Strong skills in computer applications (including Salesforce and Wordpress)
- Willing to travel across Canada and occasionally the U.S. as required
- Keeps thorough records, maintains a clear and organized filing system, is detailed oriented and is highly organized while managing multiple projects and deadlines
- Is able to successfully work with groups with multiple interests, objectives and perspectives
- Demonstrates good judgment and effective decision-making skills
- Is able to resolve conflict and build consensus