

JOB DESCRIPTION

Operations Manager

About Us:

Landmark is a research and professional services firm based in Victoria, British Columbia, specializing in matters related to Aboriginal rights, title, and interests.

Our core services include:

- **Historical, Ethnohistorical, and Anthropological Research:** Neutral, non-partisan, and defensible research to support land use and cultural studies, land claims, rights assertions, negotiations, and litigation.
- **Regulatory and Environmental Consulting:** Expert advice and review for environmental assessments, major project reviews, and permit applications, with an understanding of this practice area intersects with Aboriginal rights and interests.
- **Advisory Services:** Our team provides strategic advice and practical support to help Indigenous clients advance their priorities in discussions and negotiations with government, industry, and other Indigenous organizations
- **Monitoring:** We lead the design, training, and implementation of Indigenous-led monitoring programs for industry and government projects.
- **Project Management:** We provide qualified and designated project managers to fill capacity gaps and support special projects for our clients.
- **GIS:** We provide spatial analysis and map production to support planning, consultation, and research.

Position Overview

Reporting to Landmark Principals, the **Operations Manager** provides overall accountability for project and operational performance across the organization. This position is responsible for ensuring cross-disciplinary coordination, effective resourcing, risk management, and project delivery excellence. The Operations Manager balances day-to-day oversight with long-term strategic integration, ensuring projects are delivered on time, within scope, to quality standards, and in alignment with organizational strategy.

The Operations Manager provides direct leadership to Managers and Discipline Leads in Historical and Anthropological Research (Social Research), Regulatory Consulting, Environmental Consulting, Monitoring, Project Management, and Advisory Services, ensuring cohesive and consistent operational performance. They work closely with the Manager, Partnerships and Client Development, internal teams, and clients to align project delivery with organizational priorities and client expectations.

The Operations Manager excels at coordinating complex workloads, fostering collaboration across disciplines, and ensuring consistent, high-quality project delivery. The ideal candidate combines strong analytical capability with sound judgment and clear communication, particularly when working with diverse clients, partners, and internal teams. They are comfortable navigating dynamic operational demands, support a culture of accountability and continuous improvement, and uphold Landmark's commitment to rigorous, respectful, and client-centred work. Their

leadership strengthens organizational performance and enables teams to deliver integrated, efficient, and strategically aligned services.

Key Responsibilities

- Provide central oversight for all active projects, ensuring delivery to scope, schedule, budget, and client satisfaction.
- Oversees the preparation, coordination, and quality assurance of all Master Service Agreements and Work Orders to ensure consistency with organizational standards and client expectations.
- Oversees the preparation and administration of all contractual documents with Associates, contractors, and vendors, ensuring consistency with Landmark's governance, financial, and operational frameworks.
- Drafts, reviews, and supports the execution of Employment Agreements and related documentation for all staff, ensuring compliance with organizational policies, HR standards, and applicable employment legislation.
- Works in alignment with HR to oversee onboarding/offboarding processes and support performance review cycles, professional development planning, and training budget administration.
- Coordinates the administrative setup of new projects, including establishing BigTime budgets, SharePoint folders, and other internal systems to support project tracking and documentation.
- Enforces document filing standards, version control practices, and file-naming conventions across the company to ensure consistency, traceability, and compliance with Landmark's QA/QC policies.
- Establish and monitor project performance indicators (timeliness, quality, risk, profitability).
- Oversee resourcing and workload balancing across disciplines; identify gaps and recommend solutions.
- Lead monthly project review meetings with Discipline Leads.
- Coach and mentor Project Managers, Researchers, and Project Coordinators, strengthening leadership, accountability, and technical excellence.
- Ensure consistent project management practices across disciplines.
- Resolve inter-disciplinary conflicts and promote integrated solutions.
- Report regularly to Principals on project outcomes, emerging risks, and organizational performance.
- Partner with Manager, Partnerships and Client Development to translate client and market priorities into operational capacity.
- Recommend operational improvements, system enhancements, and process refinements to increase efficiency and profitability.
- Collaborate with the Operations Support Manager to ensure shared services align with project and client delivery needs.
- Oversee implementation of compliance standards (OHS, HR, Finance, HSE).
- Drive continuous improvement, accountability, and safety culture across the organization.

Decision Making Authority:

- Approve project resourcing decisions across disciplines (within approved budgets).
- Escalate and recommend corrective actions on significant risks or non-performance.

- Oversees and approves key employee administrative tasks, such as time-off requests, bi-weekly timesheets, and weekly Work-From-Home schedules.
- Supports HR in ensuring consistent application of employment standards and other applicable legislation as well as internal procedures and policies.
- Recommend operational policies and frameworks to Principals.
- Identifies human resources issues, conflicts, or performance concerns and escalates them to HR or the Principals, as appropriate.
- Authorized to sign all client, contractor, and employment agreements in alignment with company policy and governance procedures.

Qualifications and Skillset:

- 10+ years of senior operational leadership in consulting, engineering, or professional services.
- Strong human resources background.
- Strong contracts management or supply chain management background.
- Demonstrated experience leading multidisciplinary teams and managing large, complex projects.
- Sector knowledge in environmental sciences, regulatory affairs, Indigenous relations, geomatics, or related areas.
- Strong financial acumen and experience managing project P&L.
- Expertise in risk management, performance reporting, and resource planning.
- Collaborative leadership style with ability to influence and motivate without direct authority.

Location:

- Victoria, BC.
- Travel throughout Canada and the US as required by Landmark's clients and operations.

Compensation:

- Competitive compensation package of \$150,000 to \$175,000 per year based on related experience and qualifications.

Working for Landmark:

Landmark is an equal opportunity employer. We are committed to building a team that reflects the communities we serve and welcome applications from all qualified individuals. Employment decisions are based on merit, qualifications, and business needs.

We offer the following benefits and work environment:

- Flexible work week
- Comprehensive healthcare coverage with personal and sick days.
- Annual \$2,500 professional development budget for education and training.
- Regular social events and team-building activities.