

MANAGING DIRECTOR



Photo credit: Hayden Pattullo, Studio North

POSITION SUMMARY

The Managing Director is the chief executive of Banff Housing Corporation (BHC). Reporting to the BHC Board of Directors, the Managing Director is accountable for the corporation's overall leadership, performance, and administration, including strategic direction, governance support, operational oversight, regulatory compliance, financial stewardship, people leadership, asset management, and interested party relations.

The Managing Director leads a complex municipal housing corporation operating within Banff's unique housing environment, including below-market rental housing, resale-restricted and equity-share ownership models, and Parks Canada's eligible residency requirements. The role ensures that BHC's programs, services, and assets are managed effectively, responsibly, and in alignment with Board direction, legislative and regulatory requirements, and approved housing priorities.

Working closely with the Board of Directors, Shareholders and Town of Banff Administration, the Managing Director aligns BHC's operations, with Council-approved housing priorities, funding commitments, and implementation programs, while preserving BHC's corporate independence under Bylaw 1.4. This is a full-scope executive role requiring strategic leadership, sound judgment, and the ability to ensure effective execution across a broad range of operational, financial, compliance, and development functions.

CORE AREAS OF RESPONSIBILITY

1. Governance and Board Relations

- Serve as the principal advisor to the BHC Board on strategic, operational, financial, risk, and policy matters.
- Ensure the Board receives timely, accurate, and relevant information to support effective governance, oversight, and decision-making.
- Lead the preparation of Board agendas, reports, recommendations, and performance dashboards/KPIs.
- Support Board policy compliance and governance practices consistent with Bylaw 1.4 and applicable corporate requirements.
- Ensure transparent and timely reporting to the Town as shareholder and funding partner, as required.

2. Strategy and Planning

- Lead the development, implementation, and ongoing evaluation of multi-year strategic, business, and operational plans across rental housing, ownership programs, and development activities.
- Ensure BHC plans, priorities, and resource allocations are aligned with Town of Banff housing policy, Council-approved actions, and relevant funding commitments.
- Oversee the integration of implementation milestones associated with the external funding agreements and other municipal, provincial, and federal initiatives.
- Advise the Board on strategic opportunities, emerging risks, and organizational priorities that affect BHC's long-term sustainability and impact.

3. Housing Portfolio Operations and Program Administration

- Provide executive oversight and accountability for BHC's housing portfolio, including below-market rental assets such as Ti'nu Apartments, Moffat Manor, future portfolio additions, and ownership-based programs including equity-share and price-restricted housing models.
- Oversee the delivery of operational and administrative functions across the portfolio, including leasing, occupancy, rent administration, maintenance, unit turnover, tenant and homeowner relations, contractor performance, resale approvals, sublease administration, and annual declaration processes.
- Ensure service standards, portfolio performance, building operations, and program administration are managed effectively and in compliance with applicable legislation, regulatory requirements, health and safety standards, Residential Tenancies Act obligations, and approved program terms.
- Direct operating, administrative, and lifecycle planning to preserve asset conditions, mitigate risk, sustain service quality, and maintain the long-term integrity of both rental and ownership programs.
- Maintain program and portfolio integrity through clear governance, consistent interpretation of rules, transparent processes, effective communications, and appropriate oversight of compliance and decision-making practices.
- Oversee compliance systems, documentation standards, file management, monitoring, and enforcement processes, including liaison with Parks Canada Realty where required. Ensure sensitive compliance matters are managed through fair, consistent, well-documented, and legally defensible processes.

4. Regulatory and Program Integrity

- Ensure appropriate corporate practices are in place for privacy, records management, procurement, insurance, and enterprise risk management.
- Provide organizational oversight to ensure all occupants meet Parks Canada eligible residency requirements and that BHC's practices remain aligned with applicable reporting and regulatory obligations.

5. Development and Capital Projects

- Lead BHC's role in TOB housing development and capital initiatives, including the operational integration of new projects such as Wolf Street.
- Oversee BHC's participation in pre-development due diligence, project feasibility analysis, pro formas, design review, and implementation planning.
- Ensure development and capital projects align with BHC's operating requirements, affordability objectives, funding conditions, and applicable program and design expectations.
- Direct planning for the transition of new projects from development through occupancy and into ongoing operations.

6. Funding and Partnerships

- Oversee funding relationships, compliance obligations, and reporting associated with Town, provincial, and federal housing programs and funding streams.
- Maintain effective relationships with CMHC, Government of Alberta, lenders, and other funding and financing partners.
- Ensure timely and accurate reporting on outcomes, funding conditions, and project and program performance.
- Identify, evaluate, and advance partnership opportunities that strengthen BHC's financial capacity, operational effectiveness, and strategic objectives.

7. Finance and Asset Management

- Provide overall leadership and accountability for annual operating and capital budget development, financial oversight, and long-term fiscal planning.
- Provide oversight into financial audits, controls, cash flow management, and financial reporting to the Board.
- Direct long-term asset management, reserve planning, and capital replacement strategies for BHC's housing portfolio.
- Ensure financial decisions appropriately balance affordability objectives, organizational sustainability, and prudent stewardship of corporate assets.

8. People Leadership and Organizational Culture

- Lead, support, and hold accountable a small, high-performing team to deliver on BHC's strategic and operational objectives.
- Oversee organizational capacity across operations, administration, compliance, customer service, and project delivery.
- Foster a culture of service excellence, accountability, collaboration, safety, and continuous improvement.
- Ensure appropriate organizational structure, role clarity, and use of contractors and consultants to support current operations and future growth.

9. Community Relations

- Provide leadership for transparent, professional, and effective communication with tenants, homeowners, applicants, and community members.
- Oversee productive working relationships with Town departments, employers, developers, social agencies, Indigenous partners, and other external partners.
- Represent BHC credibly and professionally in public, inter-organizational, and sector settings.
- Ensure issues and interested party concerns are managed with sensitivity to community context, political considerations, and reputational risk.

10. Policy Development and Advocacy

- Advise the Board on policies and policy updates related to eligibility, compliance, rental and resale administration, and program operations.
- Monitor emerging housing policy, funding, legislative, and regulatory changes relevant to BHC's mandate and operations.
- Provide informed, practical local insight to municipal, provincial, and federal partners to support program improvement, funding access, and regulatory flexibility where appropriate.
- Support continuous improvement in BHC policy and program frameworks to strengthen clarity, fairness, and operational effectiveness.

KEY REQUIREMENTS

Education

A degree in business, public administration, planning, real estate, finance, accounting, construction management, project management, or a related field is required. A master's degree or a relevant professional designation such as CPA, PMP, RPP, or equivalent is considered an asset.

Experience

The ideal candidate will bring:

- 7 to 10 years of progressive senior leadership experience in non-profit housing, municipal housing, accommodation sector, property and project management, social planning management, asset management, or related field.
- Demonstrated success leading housing operations and multi-unit residential projects, capital initiatives, or development activities.
- Experience reporting to, advising, or working closely with a Board of Directors or similar governing body.
- Experience overseeing budgets, contracts, organizational risk, regulatory compliance, and cross-sector stakeholder relationships.
- Experience operating in a public sector, municipal, quasi-public, or politically sensitive environment is strongly preferred.
- Experience leading within a small organization or lean operating environment, with the ability to balance strategic leadership and operational oversight.

Technical Knowledge

The successful candidate will demonstrate knowledge of:

- Affordable housing finance, including project pro formas, capital stacks, operating sustainability, subsidy structures, and reserve planning.
- Federal and provincial affordable housing funding and financing programs, including CMHC and Government of Alberta programs.
- Alberta's Residential Tenancies Act and Parks Canada eligible residency legislation and their practical implications for housing operations.
- Procurement, vendor management, insurance, enterprise risk management, and building operations.
- Capital planning and asset management for multi-unit residential properties.
- Governance, policy implementation, and accountability practices within a municipally connected or publicly accountable organization.

Core Competencies

The Managing Director will be expected to demonstrate strength in the following areas:

- Strategic and operational leadership
- Governance and Board relations
- Financial stewardship and business acumen
- Risk, contract, and compliance management
- Political acuity and sound judgment
- Interested parties' engagement and relationship management
- Development and partnership leadership
- Clear, credible, and professional communication
- Equity, inclusion, and respectful service delivery
- Team leadership, coaching, and organizational development

Conditions of Employment

- Satisfactory criminal record check
- Valid driver's license
- Ability to work occasional evenings and weekends for Board meetings, resident meetings, community engagement activities, or operational requirements.

Residency / Location

A strong in-office presence and commitment to being visible in the community the successful candidate need not currently live in Banff but must be present and engaged locally.

Compensation

- Salary Range \$120,000 – \$130,000 annually
- A comprehensive benefits package (health, dental, retirement savings options, etc.)
- Three weeks annual vacation

How to Apply

Please submit a copy of your resume and cover letter to:

- **Email:** jobs@banff.ca
- **Mail:** Town of Banff, P.O. Box 1260, Banff, AB, T1L 1A1
- **Fax:** 1-403-762-1247
- **Drop off:** 110 Bear Street