



OPPORTUNITY PROFILE
REGIONAL VICE PRESIDENT,
OPERATIONS

The Organization

ABOUT ARAMARK CANADA

At Aramark Canada, our people are important to us. Our 14,000+ team members coast to coast deliver experiences that enrich and nourish thousands of lives every day through innovative services in food and facilities. To show our employees how much we appreciate their efforts, we do everything we can to make sure they feel included, supported and encouraged. Aramark Canada proudly partners with world class post-secondary institutions, world renowned hospitals, major league sports venues and leading global businesses. United by our hospitality culture, more than 270,000 team members across 16 countries come together each day to make a positive impact on one another, our partners, our communities, and the planet.

Every day, we work to develop innovative product and service solutions that put our social responsibility goals into action. We focus our energies on initiatives that support our diverse workforce, protect our environment, advance consumer health and wellness and strengthen our communities.

VISION - Our vision is to be the most admired employer and trusted hospitality partner.

MISSION - Because we're rooted in service, we do great things for our people, our partners, our communities, and our planet.

VALUES

- We do everything with integrity.
- We deliver on our commitments.
- We respect diversity and appreciate differences.
- We're passionate about everything we do.

www.aramark.ca

The Opportunity

Aramark Canada is seeking an accomplished operations executive to lead a complex, multi-sector portfolio currently generating between \$250 million and \$500 million in annual revenue. As Regional Vice President, Operations and a member of the Canadian Leadership Team, you will shape business strategy, deliver sustainable and profitable growth, strengthen key client relationships, and build the leadership capability required for long-term success.

This is a high-impact enterprise leadership role for an executive who combines strategic perspective with strong operational discipline. You will lead through a team of senior operational leaders and work across a matrixed organization to advance performance, safety, service excellence, innovation, and an inclusive culture of accountability.

Why Aramark Canada

At Aramark Canada, our vision is to be the most admired employer and trusted hospitality partner. Rooted in service, we create meaningful experiences for our people, our partners, our communities, and our planet. We offer the opportunity to lead at scale, work across diverse industries and regions, and make a visible impact on clients, customers, and teams across the country.

Key Roles & Responsibilities

Enterprise Strategy & Profitable Growth

- Partner with the President and Canadian Leadership Team to shape and execute Aramark Canada's business strategy.
- Translate enterprise priorities into clear portfolio plans, operating rhythms, and measurable outcomes.
- Build and execute a growth strategy encompassing client retention, account expansion, new business pursuits, contract renewals, and extensions.
- Provide executive oversight for major pursuits, new-business mobilization, stabilization, and acquired-business integration, where applicable.

Financial & Commercial Performance

- Own full P&L accountability for a portfolio of \$250 million–\$500 million.
- Deliver commitments for revenue, operating income, cash flow, margin, and productivity.
- Lead annual planning, budgeting, forecasting, resource allocation, and performance reviews.
- Oversee contract performance, commercial risk, service-level commitments, renewals, extensions, and corrective action plans. Partner with Finance, Legal, Growth, and Operations on significant negotiations and investment decisions.

Operational Excellence, Safety & Innovation

- Ensure consistent execution of operational, service, quality, food safety, workplace safety, and compliance standards.
- Use data and analytics to identify performance gaps, strengthen accountability, and improve customer and client outcomes.
- Champion technology, automation, and AI-enabled solutions that improve decision-making, productivity, and the employee and customer experience.
- Lead continuous improvement and the sharing of scalable best practices across the portfolio.

- Provide decisive leadership during operational disruptions, safety events, labour disruptions, client escalations, or business continuity incidents.

Client Partnerships

- Serve as executive sponsor for key clients and build trusted relationships with senior client stakeholders.
- Lead executive business reviews, strategic planning discussions, and significant client negotiations.
- Anticipate evolving client needs and bring forward innovative, value-creating solutions.
- Drive client satisfaction, retention, contract renewal, and expansion.

People, Culture & Leadership Capability

- Lead, coach, and develop a team of senior operational leaders.
- Build a strong, diverse succession pipeline and strengthen leadership capability at every level.
- Create a culture of ownership, accountability, inclusion, collaboration, safety, and service excellence.
- Partner with Human Resources on workforce planning, talent acquisition, engagement, retention, and organizational effectiveness.
- Lead effectively across unionized and non-union environments, supporting constructive labour relationships and collective agreement obligations.

The Person

Qualifications & Education Requirements

- 15+ years of progressive operational leadership experience, including responsibility for complex, geographically dispersed, multi-site operations.
- Demonstrated success leading a significant P&L of \$250 million or greater and delivering profitable growth.
- Experience leading senior leaders and large frontline workforces through a distributed operating model.
- A record of strengthening client relationships, improving retention, and delivering commercial results.
- Experience in food services, facilities management, hospitality, healthcare, education, remote services, or another complex service environment.
- Strong understanding of contracts, commercial performance, operational risk, safety, compliance, and business continuity.
- Experience in both unionized and non-union environments, with an understanding of collective agreements and Canadian labour relations practices.

- Proven ability to lead transformation, mobilization, integration, and sustained performance improvement.
- Bachelor's degree in Business, Hospitality, Operations Management, or a related field; an MBA or graduate degree is an asset.
- Bilingual capability in English and French is an asset and may be required depending on portfolio responsibilities.
- The successful candidate will be a strategic and commercially minded leader who brings strong business and financial acumen, sound judgment, and the ability to translate enterprise priorities into operational results. They will be comfortable making difficult decisions, taking accountability for outcomes, and leading effectively through change.
- They will bring a strong client focus and the ability to build trusted relationships, influence others, and collaborate effectively across functions and organizational boundaries. An experienced operational leader, they will understand the importance of maintaining high standards of safety, service, and performance while balancing broader business priorities.
- Equally important will be their ability to develop and support talent, create accountability, and build an environment in which people can perform at their best. They will bring confidence and courage to decision-making while remaining collaborative, thoughtful, and responsive to the needs of the business, clients, and their teams.

Knowledge, Skills & Attributes

Leadership Skills – Demonstrated ability to lead, coach and motivate others involved in program delivery. Will demonstrate an open and inclusive leadership style.

Visionary – Ability to formulate and articulate a detailed vision for the organization and communicate vision and expectations.

Strategic Leadership – Ability to look at the “big picture” while still attending to details; proven success in strategic thinking and planning; ability to translate Operational Priorities into action and lead change; ability to coach direct reports; a credible leader; leads by example.

Adaptability – Ability to adjust to changing environment, schedules, and priorities accordingly.

Communication Skills – Open and straightforward style with all audiences and an ability to effectively communicate with all stakeholders; candid and respectful with everyone. Possesses strong written and verbal communication skills and presentation abilities.

Team Player/Team Work – Demonstrated success leading a team, talks openly with others, establishes expectations, holds self and others accountable, supports group decisions, shares credit, builds enthusiasm for goals, and resolves conflict appropriately; collaborative.

Problem Solving & Judgment – Ability to assess options and implications to identify problems and solutions. Ability to make decisions and provide direction on complex and emerging issues with political, community, or administrative implications.

Working Requirements

- Ability to travel extensively across Canada, including regular presence at client and operating locations.
- Availability outside standard business hours to address significant operational, client, safety, labour, or business continuity matters.
- Ability to work effectively in office, client-site, and operational environments based on business needs.
- A valid driver's licence may be required depending on the assigned portfolio and travel requirements.

Our Commitment to Inclusion & Accessibility

Aramark Canada is committed to a respectful, inclusive, and accessible recruitment process. We welcome applicants from all backgrounds and make employment decisions based on qualifications, experience, and job requirements. Accommodation is available throughout the recruitment and selection process in accordance with applicable law. Applicants who require accommodation are encouraged to advise the recruitment team so that appropriate arrangements can be made.

Compensation

A competitive compensation package, including an attractive base salary and excellent benefits, will be provided. Further details will be discussed in a personal interview.

Express Your Enthusiasm

Leaders International values diversity, equity, and inclusion in all aspects of our operations. Candidates are invited to contact us directly with any accommodation requests.

To apply, please email your cover letter and resume (PDF or Word document only—preferably as one document) to **Ardyce Kouri and Olesia Linkevych** at apply@leadersinternational.com, indicating the job title in the subject line.

Leaders International Executive Search
www.leadersinternational.com