



Manager, Knowledge Hub and Research

Date: June 1, 2026

Position: Permanent, Full-Time

Location: Toronto, ON preferred; Ottawa, ON, Vancouver, BC or remote within Canada may be considered.

Join the Canadian Queer Chamber of Commerce (CQCC) in championing the economic empowerment of 2SLGBTQI+ businesses across Canada.

Established in 2003, the Canadian Queer Chamber of Commerce is a trusted partner linking 2SLGBTQI+ businesses in Canada to the wider business community. The CQCC fosters economic growth by supporting and nurturing 2SLGBTQI+ businesses, entrepreneurs, students and allies, and by helping Canada's corporate bodies connect with the 2SLGBTQI+ business community. A leader in inclusive procurement, the CQCC is also the certifying body in Canada for 2SLGBTQI+ businesses.

Manager, Knowledge Hub and Research

The Manager, Knowledge Hub and Research, reporting to the Director, Granting and Research Programs, is responsible for planning, implementing, and monitoring the grant to the Rainbow Entrepreneurship Knowledge Hub (REKH), hosted by the University of Alberta, with a goal to improve the quantity and quality of data on 2SLGBTQI+ entrepreneurship and business ownership. They will also engage in novel research activities, based on CQCC's needs and gaps. Emphasis will be on addressing key gaps in available data, investigating the national effectiveness and application of Supplier Diversity, and exploring regional and sectoral differences in 2SLGBTQI+ entrepreneurial communities.

The role oversees all stages of the research granting lifecycle from initial proposal review to contracting and from ongoing monitoring and stewardship to confirming deliverables and milestones upon project closure, ensuring compliance to program and fiscal requirements. The role's purpose is to:

- Administer grant application and management processes;
- Provide support to the implementation of the grant and evaluation processes, including due diligence and relationship management;
- Regularly monitor grant recipient and projects, ensuring compliance to approved plan and budget;
- Support recipient to ensure funding helps achieve the intentions and objectives of recipient and associated projects; and
- Engage in research identified as useful to the organization, using appropriate methodologies and tools, in coordination with the Knowledge Hub.

CORE ACCOUNTABILITIES

Grants Coordination and Administration

The Manager, Knowledge Hub and Research oversees CQCC's grant management processes, in relation to REKH, ensuring the funding achieves the objectives of the proposed projects. Specific duties include, but not limited to:

- Administer grant management processes, ensuring every facet is effectively and efficiently executed and compliant to program and fiscal requirements;



- Coordinate the intake and development of the REKH's 2-year research plan;
- Conduct due diligence on project partners, to ensure they are well positioned to accept the funding and deliver on the proposed project;
- Monitor the recipients for legal, financial, and program compliance, including all accurate and detailed record-keeping, forms, templates, data, and tracking documents, and participate in the review and evaluation of deliverables to ensure a return on the grant investment, including formal reporting processes and organization visits;
- Monitor and handle inquiries coming into CQCC about REKH and research activities;
- Collect data and information to generate regular reports and data analysis on the work of REKH, including the reporting required for compliance and financial audits;

Research Management

The Manager, Knowledge hub and Research will support REKH's research activities to ensure that they integrate with a centralized strategy. They will also engage in novel research activities that align with CQCC's needs and gaps in knowledge:

- Work closely with the project managers and research directors at REKH to ensure a clear focus on research that aligns with the 2SLGBTQI+ entrepreneurship landscape in Canada and CQCC's needs;
- Develop research questions and methodologies, in consultation with CQCC leadership, that will advance CQCC's knowledge of the 2SLGBTQI+ entrepreneurship landscape, program efficacy, and member experience and engagement;
- Execute research activities to answer the questions and gather information and distill the results in brief reports; and
- Ensure research and research activities are disseminated amongst relevant staff and work with the comms team to deliver a communications strategy.

Managing Relationships

The Manager, Knowledge Hub and Research builds and manages working relationships with CQCC's internal and external partners, helping these partners accomplish their program objectives and contributing to CQCC's strategic goals:

- Build and maintain effective working relationships with internal partners in the implementation of grant management processes and the integration of REKH with broader CQCC programming;
- Build and maintain open and effective communication with REKH and their partners, ensuring accountabilities are clarified and project deliverables are completed as proposed;
- Maintain rapport and work closely with other CQCC staff to share REKH's activities, research, and findings, towards improving CQCC programs and overall knowledge of the 2SLGBTQI+ entrepreneurial ecosystem; and
- Engage with the Director, Granting and Research Programs in the proper implementation of the Knowledge Hub program.

Problem Solving & Ownership

The Manager, Knowledge Hub and Research analyses and solves problems and addresses day-to-day issues to ensure smooth and efficient operations and help establish a supportive and empowering work environment and contribute to the accomplishment of CQCC program objectives:

- Identify continuous improvement in all aspects of grant management processes, to attain high effectiveness and efficiency;



- Update instructions, guidelines, and forms for applications, proposals, and project delivery, as required;
- Create project tracking documents to guide the process and ensure that project activities and deliverables remain on time;
- Problem-solve grant scenarios, consulting with Director, Granting and Research Programs, as needed;
- Identify risks and advise on mitigation approaches, following CQCC's standards, practices, and procedures; and
- Provide information and support to improve and maintain the database, records, and documentation of all requirements.

CQCC & Personal Advocacy

The Manager, Knowledge Hub and Research demonstrates personal leadership to fulfill the expectations of the role by taking ownership to personal development and assist in the development of others, guided by a strong commitment to CQCC's mission and strategic direction:

- Ensure alignment of the administration of grant management processes to the strategic direction of CQCC;
- Manifest engagement to CQCC's goals, strategies and values in the day-to-day behaviours, relationship management, and administration of their portfolio;
- Engage in performance reviews and discussions with the Director, Granting and Research Programs and other CQCC team members (as needed) to identify areas for improvement and inform professional development plans; and
- Provide insights and recommendations to Director, Granting and Research Programs on the delivery of the program and CQCC standards, policies and procedures.

DESIRED COMPETENCIES & Experience

Education:

- Graduate degree, including experience developing and engaging in original research, preferably in business, social sciences, or humanities, or equivalent experience.

Experience:

- Experience in grant management approaches, requirements, and processes, or equivalent experience in relationship management, program management, and community engagement
- Experience in Project Management including the use of project management tools
- Experience working within academic research settings and collaborating with others
- Experience coordinating or managing research projects, including thorough knowledge of the steps required to go from the research proposal stage to the implementation of research activities and completion stages
- Knowledge of and experience in preparing, reviewing, and implementing research plans and monitoring their delivery
- Experience with formal and informal reporting processes, to ensure the project meets the required timelines and to track and approve the project's activities, deliverables, and milestones
- Critical thinking and analysis skills, including evaluation and reporting processes, as well as financial and budget analysis



- Ability to manage and prioritize individual workload, and manage competing priorities under timeline constraints
- A strong understanding of 2SLGBTQI+ issues in Canada. Experience working with 2SLGBTQI+ communities is a strong asset
- Experience applying the principles of equity, diversity, inclusion, and accessibility within relationship management and program delivery
- Proven experience in developing, revising and working with multi-element administrative processes, including maintaining and managing tracking documents, monitoring workflows, and/or databases
- Experience working within a multiple interest-holder environment
- Previous experience working in a not-for-profit environment is an asset
- Fluency in both official languages is an asset

Competencies:

- SERVICE FOCUS – strong commitment to meet or exceed the expectations and requirements of internal and external stakeholders
- RELATIONSHIP BUILDING & APPROACHABILITY – possesses the ability to connect with others, make people comfortable and feel accepted and easily build rapport while maintaining professionalism and celebrating diversity
- ORGANIZATION – excellence in effectively managing time by breaking work into manageable tasks, identifying and focusing on priorities and accessing the necessary resources to get the job done; able to assist multiple team members at one time with various tasks; has the adaptability and flexibility to adjust priorities
- ACTING WITH INTEGRITY - demonstrated ability to execute, deliver and follow through on key activities and commitments while staying honest, open and trusting; strong attention to detail to submit work or send communications without error; able to handle sensitive information
- COMMUNICATING EFFECTIVELY – ability to exchange verbal and written information with varied audiences, ensuring mutual understanding of ideas and issues
- CONTRIBUTING to ORGANIZATIONAL EXCELLENCE – finding new and better ways of working by applying learning, feedback and experience; able to work independently AND with the team.
- FLUENCY in both official languages is an asset.

Equity, Inclusion & Values Alignment

- Demonstrated commitment to equity, inclusion, and community-centered approaches to economic development;
- Lived experience as a 2SLGBTQI+ person, or a strong track record of working in solidarity with diverse and equity-deserving communities, is considered an asset;
- Cultural competency and emotional intelligence, with the ability to navigate complex stakeholder relationships thoughtfully and respectfully.

Terms

This is a remote, full-time position based in Canada. Regular travel to events, meetings, conferences, and stakeholder engagements across Canada is required. Candidates based in Toronto, Ottawa, Vancouver, Montréal, Quebec City, or other major Canadian centres are encouraged to apply, provided they can meet regular national travel expectations and attend in-person meetings, events, and organizational commitments as required.

**Compensation**

Salary will be based on skills and experience, within the annual earnings range of \$70,000 – \$85,000. Additional benefits round out the compensation package, including group benefit plan coverage, annual vacation, and a generous public holiday schedule including paid time off between Christmas Day and New Year's Day.

Applications

Applications will be reviewed on a rolling basis until the position is filled.

The CQCC strives to foster an inclusive workforce and is committed to applying principles of equity throughout the recruitment and hiring process. Members from equity-deserving groups are especially encouraged to apply and to self-identify. All qualified applicants will be considered. If you require accommodations for any part of the recruitment and hiring process, please contact Human Resources, at HR@queerchamber.ca