



REPOSTING: APRIL 2022

Closing date for applications: 15th April, 2022

Please send your application to: Susan Ahrens at sahrens@fieldhockey.ca

Field Hockey Canada (FHC) is the national sport governing body responsible for the development, growth and promotion of field hockey in Canada. Among its responsibilities and in collaboration with a variety of partners, FHC selects, prepares and promotes Canada's teams towards the goal of delivering sustained podium performances in international competitions including FIH World League, Continental Championships, World Championships, and major multi-sport games.

Reporting to the High-Performance Director, the National Team Operations Manager provides support to the entire Field Hockey Canada high performance team, inclusive men, women and junior national teams. They do so by taking charge of a logistical team the many administrative tasks required to ensure the success of FHC's HP program. This is a dynamic role, with few days looking the same. As such, it will demand a resourceful, meticulous approach and comfort at successfully delivering to multiple priorities and tight timelines. The successful candidate will have hands-on experience in the field of High-Performance Sports Administration.

Primary Responsibilities:

The manager of managers, this position is responsible for building a 'team of team' operational framework to serve FHC's national team programs.

The NT Operational Manager will build a team of volunteer managers committed to FHC's values and working in a team of teams approach to achieve two main objectives:

- i. Delivery of logistical and administrative support to our national team programs (inclusive Senior, Junior, Youth and Indoor)
- ii. Delivery of managerial support to national team tours

i. Administration

Delivery of logistical and administrative support to our national team programs (inclusive Senior, Junior, Youth and Indoor), including;

- Provide administrative support to all aspects of the HP portfolio. Communicate and maintain

relationships with stakeholders.

- Key contact for Canadian Centre for Ethics in Sport.
- Provide support with all logistical elements of the portfolio, including travel and accommodation, insurance, domestic turf rentals and Visa requirements.
- Collaborate with FHC's designated clothing vendor to ensure national teams are outfitted.
- Liaise with the Canadian Olympic Committee regarding certain preparatory tasks for Olympic and Pan Am Games.
- Aid in the internal administration of insurance claims.
- Provide administrative support for team nominations & all COC communications to athletes/support staff regarding Games planning/execution.
- Coordinate and liaise with National Team Head Coaches, Assistant Coaches, IST Lead and all other Field Hockey Canada staff as necessary to ensure efficient communication, budget management, scheduling, documentation and resource sharing;
- Coordinate and liaise with service providers (insurance, Athletes Can, Game Plan, Canadian Sports Institute etc) to ensure efficient communication, documentation and compliance;
- Coordinate and liaise with athletes including communication, documentation, scheduling, personal data updates and compliance;
- Responsible for preparing and submitting lists for , and for ensuring all payments are up to date across the National teams and Next Gen programs.
- Responsible for submitting invoices Prepare invoice lists for HP related programming, lead the collection and coding of invoices.
- Book training pitches, facilities, meeting rooms;
- In consultation with the Head Coaches and HPD, order, maintain, track inventory, replace and repair training and competition equipment; balls, cones, bags, bibs etc;
- In consultation with the HPD order, maintain, track inventory, decorate (ensure compliance with IOC, FIH, COC and CWG specifications), clothing for both training and competition including uniforms, training clothing, travel clothing and staff clothing;
- In consultation with the Head Coaches and HPD order, maintain, track inventory, replace and repair tour/project equipment, printer, projector, radios, bags, snacks, stationary, banners, pins, pennants, flags etc.
- Track player / staff / supporter recognition.

iii. Tour Management

- Ensure FHC has tour managers at identified training camps if necessary
- Liaise with tour manager if not acting as tour manager;
- Liaise with local organizing committee and international governing body.
- Oversee travel logistics (all flight/transport/hotel, meals);
- Communicate tour itineraries to staff and teams.
- In consultation with the HPD manage tour budgets.
- Organize all tour documentation (visas, security, vaccinations, insurance, travel, accreditation, code of conduct forms etc),

Working Conditions

- A combination of on field and office work is required.
- Travel is required.
- Required to work irregular hours and on occasion, be on-call for emergencies for time sensitive and priority issues

Experience and Qualifications

The ideal candidate will be an outstanding administrator, communicator and relationship builder. Ideally they will have experience in high performance sport. The ideal attributes and qualifications the candidate should possess include:

- Forward focused and positive team orientation with the ability to effectively manage rapidly changing environments under pressure.
- A strong understanding of high performance sport
- Between 1-3 years progressive experience in sport
- Post-secondary degree required: related to sport science and/or sport management is an asset
- Competent working with Word, Excel, Outlook and Windows
- Experience in developing budgets a strong asset
- Ability to work with limited supervision
- Flexibility to manage competing priorities and timelines.
- Strong leadership abilities
- Strong people and program management skills
- Demonstrated critical thinking related to program planning and evaluation
- Bilingualism an asset

Terms and Conditions

- This position is supported by Sport Canada funding
- This position will be based in Vancouver, British Columbia
- The successful candidate will be required to provide a criminal reference check and complete safe sport training.