

DIRECTOR OF OPERATIONS

Schedule A

General

Established in 1907, BC Soccer is the largest provincial sports organization (PSO) in BC and the third largest soccer-specific PSO in Canada with over 150,000 participants, consisting of registered players, coaches, referees, administrators and soccer leaders. As a professional not-for-profit society and a member of Canada Soccer, BC Soccer is committed to providing the widest opportunities for existing and potential participants, as well as provide support in the most effective and appropriate way for current players, parents, volunteers, member clubs, leagues, and districts.

Safe Sport Statement

BC Soccer believes that everyone involved in soccer has the right to participate in safe and inclusive environments free of abuse, harassment, discrimination, and to enjoy the sport at whatever level or capacity they participate in. The welfare of everyone involved in soccer is the foremost consideration and in particular, the protection of children in the sport is the responsibility of everyone involved.

Position Summary

An exciting opportunity has arisen to join our dynamic team within BC Soccer at its Vancouver office. BC Soccer is seeking an inspirational, open minded and experienced professional for the position of Director of Operations.

The Director of Operations is responsible for the day-to-day management and oversight of department activities in alignment with BC Soccer's strategic plan. These areas include (but are not limited to) governance, membership service, risk management, safe sport, diversity and inclusion, programs and resources, events management, competitions and special initiatives.

As a member of the senior staff management team, the Director of Operations reflects the governing principles of leadership and service; contributing to the development of strategic, operational, and tactical plans designed to serve BC Soccer vision, mission and values.

Vision Statement

Positive soccer experiences

Mission Statement

Promote, develop and govern soccer in British Columbia

Values

Inclusive — all can participate and unite in soccer in British Columbia

Safe — committed to safe and respectful soccer in British Columbia

Excellence — lead and progress soccer in British Columbia

Collaborative — deliver soccer with members and stakeholders in British Columbia

Accountable to: Executive Director

Department Oversight: Member Services Department.

Internal relationships: Directly supervise Manager, Coordinator(s), and Officer(s) within the areas of governance, membership service, risk management, safe sport, diversity and inclusion, specific programs, events/competitions and others as needed to support special initiatives; relates directly to the Director of Soccer Development, Director of Finance and all BC Soccer staff.

External relationships: Member Youth Districts, Member Adult Leagues, Member Clubs, Vancouver Whitecaps FC, Canadian Soccer Association, Provincial Soccer Associations, BC Soccer Premier League and constituent clubs, Provincial Government, Via Sport, government agencies, BC High School Sports, BC Games, Sport BC, BC High School Sports, BC Colleges and Universities (and leagues), provincial multi-sport organizations, potential members and overall participants in soccer.

Specific Responsibilities:

- Provide advice and leadership on all aspects of BC Soccer’s governance, membership service, risk management, safe sport, diversity and inclusion, and events/competitions.
- Management of designated staff.
- Responsibility for objectives within designating portions of BC Soccer Strategic and Operational Plans; ensuring all activity within the department is aligned and working toward the agreed plans.
- Maintain a customer-focused approach to working with the Association’s membership and ensuring effective communication with all.
- Responsible to ensure all member reporting and compliance is completed.
- Oversee the development and continual improvement of BC Soccer’s membership service and events/competitions based on evaluations and membership input.
 - Solicits feedback for ideas on membership enhancement opportunities.
 - Oversee and support an effective implementation of BC Soccer’s competitions and events, including playing a leading role in the introduction of League 1 BC.
- Oversee and help lead the framework development and initiatives supporting safe sport, equity, diversity and inclusion.
- Manage and provide expert guidance and leadership on governance and risk management aspects of BC Soccer, including being responsible for leading the development of improved governance framework, overseeing the ongoing review and enhancement of BC Soccer bylaws, rules and regulations and policies to support the membership.
 - Provide advice and leadership internally and externally on BC Soccer Bylaws, Rules and Regulations and their implementation.
 - Oversee and support governance and administration portions of Club Licensing.

- Support the development of infrastructure systems to support service delivery (CRM, Discipline, Coaching and Referee management).
- Represent BC Soccer, lead, and/or support various committee(s) including but not limited to BC Soccer Governance, Nominations, Membership, Risk Management, and Diversity and Inclusion.
- Represent BC Soccer on appropriate Canada Soccer Committee, if needed.
- Overall responsibility and management of designated and assigned budgets in accordance with Finance policies and procedures.
- Works with all staff colleagues to promote relevant initiatives and programming.
- Various special duties as assigned by the Executive Director.

The successful candidate will possess the following qualifications, experience, education, skills and characteristics:

- A strategic thinker, that sees the big picture, goal and objective with the ability to operationalize to effectively deliver.
- A proven administrative leader with strong experience in collaboration and working effectively with multiple key stakeholders.
- Flexible and open minded approach with the ability to motivate and drive change and has demonstrable experience in managing and leading staff teams.
- Highly professional and confident individual able to provide credible leadership for direct staff and BC Soccer.
- Able to establish and maintain effective working relationships with colleagues and the BC Soccer Membership (Youth Districts and Adult Leagues), the wider soccer community and key external partners while supporting the overall structure and philosophical strategy set out by BC Soccer.
- Post-secondary degree in a related field such as Business, Sports Management, Education.
- Experience and knowledge of the following items would be concerned an asset:
 - BC Societies Act or equivalent
 - Risk Management understanding and practices
 - Diversity and Inclusion
- Ability to devote full time and attention to responsibilities and to accomplish these obligations with integrity, loyalty, honesty and dedication.
- Significant knowledge of the structure and governance model of sport in BC and Canada (preferably soccer).
- Experience and knowledge of infrastructure systems to support service delivery.
- Commitment to delivering high standards of customer service and appropriate experience to demonstrate this.
- Passion for sport (preferably soccer) with the ability to motivate and enthuse others colleagues and stakeholders.
- Proven experience in successfully managing medium to large level projects with multiple stakeholders.
- Excellent communicator able to articulate clearly information, ideas, policies and strategies of BC Soccer and within the framework of Canada Soccer.
- Exceptional organizer with the ability to multi task and prioritize accordingly.

- Able to compose routine and non-routine correspondence.
- Strong oral presentation skills.
- Detail oriented with the ability to work independently and in a team environment while maintaining confidentiality.
- Understanding of and experience in planning, managing and developing budgets.
- Willingness to work flexible hours in line with priorities and demands of operations.
- Able to represent BC Soccer as required, including travelling locally, provincially, nationally and internationally should it be required.
- Experience in a busy office working environment.
- Proficiency in Microsoft Office Applications (Word, Excel, PowerPoint, and Outlook)
- Annual CPIC (Criminal Records) clearance.
- Fluency in English.
- Valid driver's license.

Remuneration

- The position will include full benefits and a competitive sports industry salary commensurate with experience for a role of this nature.

Application

- Interested applicants, with the ability to work in Canada, should submit their resume, with cover letter and salary expectation range **specifically referencing BC SOCCER, DIRECTOR OF OPERATIONS in the subject line** to BC Soccer by 12 noon on January 14, 2021 at feedback@bcsoccer.net

BC Soccer thanks all applicants however ONLY those selected for an interview will be contacted