



DIRECTOR , GAMES OPERATIONS AND DELIVERY

JOB PURPOSE

The Director, Paralympic Games Operations and Delivery works closely with a team of staff to lead and oversee the overall operational, logistical planning and delivery of all Games to optimally prepare Team Canada, including all internal and external stakeholders, for the Games' environment and its operational requirements. Outcomes of this work will be aligned with and specific to the CPC Sport Strategy to become a world-leading Paralympic nation by 2020/2022.

The Director oversees all of the multi-year operational planning and budget preparations related to delivering Team Canada at all Games in which the CPC participates. The role requires developing pro-active, multi-year plans for each Games, with key operational timelines and initiatives, to ensure each Games is a key business priority within the CPC. The Director will also oversee and lead the development of the At-Games plan for Team Canada with internal and external stakeholders as well as planning appropriate capacity to deliver world-class services at the Games.

The Director will be the primary contact with the Host Organising Committee for each Games and will be responsible for establishing on-going relationships with partners to optimally implement the Games' Delivery Plan. The role will oversee the strategic engagement with other National Paralympic Committees and ongoing strategic engagement with local providers to enhance, systematically, professional services in the lead up to and within the Games' environment. The Director will enhance collaboration with other Games Franchise Holders throughout the Games cycles on areas of operational efficiencies. The Director will be working closely with the Director, Paralympic Games Services and Pathway for each Games cycle and will be part of a Sport Leadership Team.



Type: Full-time

Reports: Executive Director, Sport

Location: Ottawa

Primary Responsibilities:

- Provide input into the CPC Strategy with a focus on the overall Sport Strategy related to all multi-year operational and delivery Games plans towards 2020/2022 and future Games cycles. The main outcomes of the CPC Sport Strategy relative to the work required by this role are as follows:
 - Enhance and support the optimal Games environment for athletes and coaches to achieve optimal success.
 - Support, with partners, the conversion of more medals for Canada at the Games.
 - Provide consistent world-class services, innovation and expertise to our sports to support the achievement of our sport strategy.
 - Strategically, choose areas of domestic and international leadership to enhance overall Paralympic Pathway development and Paralympic Games performance services.
- Lead and develop an overall operational planning and reporting framework for all Games with organization-wide activation.
- Ensure the Games suite of services and programs are in place to meet the CPC Sport Strategy outcomes and established KPI.
- Ensure all plans and budgets are properly harmonized within the Sport Department as well as the Organization's overall strategy planning and budgetary system.
- Ensure the Games Operations and Delivery team operates with rigorous and transparent budget and reporting requirements.
- Provide ongoing status reports on all Games, including operational and logistical plans as required by the ED, Sport and other CPC departments as required.
- Collaborate regularly with other Games Franchise Holders to find areas of efficiencies around Games operations and delivery.
- Collaborate with other CPC departments to maximize collaboration, ensure integration, alignment, and value of the Sport Department.
- Provide leadership, planning, operational skills, and mentoring support to the Games Operations and Delivery area.
- Supervise and manage performances of the staff within the Games Operations and Delivery area.
- Manage relationships with Host Organizing Committees and key stakeholders in



order to deliver optimal plan and world-class services during the Games.

- Understand, implement, lead, and maintain world Paralympic best practices and processes through ongoing collaboration with Sport Leadership Team and sport staff.
- Lead CPC's engagement with Games partners and providers to deliver servicing at the highest possible standards.
- Provide reporting on outcomes and issues related to Games environments and overall impact on CPC and external stakeholders.
- Participate in key meetings and briefings with IPC, NPCs and other Games Franchise Holders as required.

Qualifications

Education

- Post-secondary education in a sport management related field with a combination of experiences related to the job profile.
- A Master's Degree in Sport Management or MBA is considered as an asset.

Knowledge and Skills

- Deep knowledge of the Canadian Sport System is mandatory
- Demonstrated and recognized planning, administration and management skills within a national level sport organisation
- Demonstrated ability in providing high quality services in the Games environment while under pressure and ensuring sports technical needs and requirements for performance-related services are considered
- Demonstrated experience in using information systems, data management systems and project management tools to enhance optimize operational planning and delivery of the Games
- Demonstrated experience working with international and external stakeholders such as Host Organizing Committees, other National Paralympic Committees, other Games Franchise Holders, and the International Paralympic Committee
- Demonstrated experience working optimally with professional staff, vendors, sub-contracts, and volunteers as required
- Exceptional human resources management skills
- Ability to operate with sensitivity and confidentiality
- Ability to work as part of a team and independently
- Ability to achieve work objectives within a changing and busy environment
- Proficiency with office applications such as email, project planning, word processing, presentation development, etc.
- Able to communicate and write in both official languages is an asset



Experience

- Eight or more years' experience working in the Canadian and/or Paralympic sport system.
- Experience in a leadership role within a Multi-Sport Organization/Franchise Holder for the Games
- Experience working in a multi-sport Games environment
- Solid understanding of multi-sport Games operations and delivery
- Solid understanding of the Canadian sport system
- Strong event planning and logistics experience in complex environments
- Experience selecting and managing volunteers and full-time and contract staff
- Experience establishing and managing operational plans and budgets
- Experience working in an international context and with other cultures
- Experience managing change using innovative ideas and processes
- Experience as a Paralympian is considered as an asset

Personal Characteristics

- Methodical and organized, able to manage different projects at the same time
- Flexibility to work well with a wide range of people from different parts of the business and with various background.
- Strong inter-personal skills with focus on international relations skills.
- Good analytical skills.
- Results-oriented
- Strategic
- Systematic and organized
- Cooperative, team player, collaborative and able to inspire others
- Active Listener: understands requirements before leaping to action

Values

- Exemplifies our organizational values of:
 - Excellence
 - Integrity
 - Focus
 - Team

Working Conditions

- Work is primarily in an office environment
- Overnight travel and off-site work required (e.g. Games, Events, etc.)
- Will be required to work evenings and weekends during busy periods, including Games and other special events



CPC is committed to creating an inclusive and diverse work environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, record of offences, age, marital status, family status or disability.

CPC welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.