



MANAGER, GAMES OPERATIONS AND DELIVERY

JOB PURPOSE

The Manager, Games Operations and Delivery works closely with a staff team to implement the overall operational planning and delivery of specific Games assignments, in order to prepare Team Canada for the Games environment. Outcomes of this work will be aligned and specific to the CPC Strategy, to become a World Leading Paralympic Nation by 2020/2022.

Under the leadership of the Director, Games Operations and Delivery, the Manager will lead the operational and logistical planning and delivery for specifically assigned upcoming Paralympic and/or Parapan American Games. The Manager can be responsible for more than one set of Games at a given time and will be required to execute the multi-year plan for each set of Games. From Games to Games, the responsibilities may change due to the specific Games' environment; however, the primary responsibilities focus on coordinating project teams and timelines, communicating critical Games planning information, and managing Functional Area deliverables. The Manager will work closely with the host organizing committee for each Games and will be responsible for managing the ongoing relationships to implement the Games Delivery Plan.

In collaboration with the Director, Games Operations and Delivery, the Manager will implement a Games Functional Area assignment plan and will be required to monitor and report on the progress of each Functional Area. The Manager will be part of a management team within the Games Operations and Delivery area and will work closely with colleagues to implement lessons learned and to innovate programming in order to build a harmonized multi-Games plan and world-class Games services.



Type: Full-time

Reports: Director, Games Operations and Delivery

Location: Ottawa

Primary Responsibilities

- Provide input to the CPC Sport Strategy and implement the assigned Games Multi-Year Operational and Delivery Plans towards 2020/2022 and future Games Cycles
- Implement Games operational planning framework for assigned Games inclusive of an organization-wide activation
- Assign and develop applicable Games Functional Areas suite of services and programs to deliver the CPC Sport Strategy outcomes and established KPI
- Provide ongoing status reports on all Games operational and logistical planning as required by the Director, Games Operations and Delivery and the Executive Director, Sport
- Manage relationships with the Host Organizing Committee's National Client Services Department in order to deliver world class services during Games time
- Lead the management and delivery of planning & preparation site visits
- Develop, monitor and control Functional Area project plans and deliverable timelines to ensure deadlines are adhered to
- Innovate business systems and develop program management processes
- Develop a Games-specific communications plan that aligns CPC and stakeholder timelines
- Provide overall leadership and management of the Paralympic Village
- Collect, manage and disseminate key Games planning information to CPC sports and stakeholders
- Select and manage Games support staff, volunteers and onsite service providers
- Implement initiatives with other Games Franchise Holders on areas of efficiencies around Games Operations and Delivery
- Collaborate operationally with other CPC departments to maximize collaboration and integrated Games planning
- Provide leadership, planning, operational skills and mentoring support to staff reports
- Understand, implement and maintain world Paralympic best practices and processes through ongoing collaboration internally within the department.
- Ensure delivery of services at the highest possible standards



- Provide reporting on outcomes and issues related to Games environment
- Ensure each assigned Games has rigorous and transparent plans that are within budget and meet reporting requirements and that they are harmonized within the Games Operations and Delivery unit and overall CPC strategy and budget planning system.
- Participate in the Sport Department and CPC planning activities and budget preparation
- Effectively communicate with direct reports, sport senior management
- Provide and maintain a safe, inclusive and welcoming working environment

Qualifications

Education

- Post-secondary education in a sport management related field with a combination of business and project management experience related to the job profile

Knowledge and Skills

- Demonstrated ability in providing high quality services in the Games environment and under pressure while understanding the sports technical needs and requirements for performance related services
- Experience in using information systems, data management systems and project management tools to enhance operational planning and delivery of the Games
- Experience working with international and external stakeholders such as a Host Organising Committees, other National Paralympic/Olympic Committees, other Games Franchise Holders, and the International Paralympic Committee or International Olympic Committee
- Proven experience delivering operations in an international environment
- Experience working optimally with professional staff and volunteers as needed
- Deep knowledge of the Canadian Sport System
- Experience managing human resources
- Ability to operate with sensitivity and confidentiality
- Ability to work as part of a team and independently
- Strong planning, administration and management skills within a national level sport organization
- Ability to achieve work objectives within a changing and busy environment
- Able to communicate and write in both official languages is an asset
- Proficiency with office applications such as email, project planning, word processing, presentation development, etc.
- Strong ability to work effectively and collaboratively with internal and



external colleagues (e.g. CPC employees, vendors, sub-contractors).

Experience

- Five (5) to seven (7) years relevant experience working in the Canadian and/or Paralympic sport system
- Experience in a mid-management role within a Multi-Sport Organization/ Franchise Holder for the Games
- Experience working in a multi-sport Games environment
- Strong understanding of multi-sport Games operations and delivery
- Strong understanding of the Canadian Sport System
- Strong event planning and logistics experience in complex environments
- Experience selecting and managing volunteers, as well as full-time and contract staff
- Experience establishing and managing operational plans and budgets
- Experience working in an international context and with other cultures
- Experience as a Paralympian is considered as an asset

Personal Characteristics

- Methodical and organized, able to manage different projects at the same time
- Flexible, to work well with a wide range of people from different parts of the business and with various background
- Good inter-personal skills with a 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
 - 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.