

## DIRECTOR, INNOVATION AND BUSINESS ENABLEMENT

STATUS	Permanent Full-Time
REPORTING TO	Chief Operating Officer
LOCATION	Ottawa, ON (due to Covid 19, employees are temporarily working from home)
SALARY	\$100,000 to \$120,000
START DATE	November 2021
WEBSITE	<a href="http://www.coach.ca">www.coach.ca</a>

## SUMMARY

The Coaching Association of Canada unites stakeholders and partners in its commitment to raising the skills and stature of coaches, and ultimately expanding their reach and influence. Through its programs, the CAC empowers coaches with knowledge and skills, promotes ethics, fosters positive attitudes, builds competence, and increases the credibility and recognition of coaches.

The CAC is dedicated to offer a diverse and inclusive workplace and to create a culture and commitment that align with our aspirational [values](#).

- Seek to Understand
- Cultivate Inclusion
- Be Curious
- Act with Courage
- Lead and Serve with Gratitude

The CAC understand the diversity of its workforce and offer different opportunities through its practices and policies to promote a work-life balance for its employees.

This role requires a transformative leader who can change the landscape of innovation in the not-for-profit sector in the country. Adept at identifying and building strategic business partnerships to enhance service offerings, the director will help form new relations to enhance service offerings across a broad stakeholder base. This person should also have the ability to identify new and different sources of investment into technology and innovation to expand the current capabilities and limited capacity within the organization.

Reporting to the COO, the Director, Innovation and Business Enablement will provide leadership and oversight of our Technology Platform. The director will have knowledge of optimizing a Microsoft environment for administrative, back-office functions as well as lead a small team of developers for a custom-built solution (The Locker). Key areas of focus include data management policies and protocols, developing customer-centric technology solutions and extensive partner engagement. The director also will establish a clear innovation process, identifying new opportunities and creative ways to fund and implement innovation in support of the vision of the CAC

## DUTIES & RESPONSIBILITIES

## **INNOVATION**

### **Guide the CAC in its quest to be an innovative Multi-sport Service Organization (MSO)**

- Identify and build new strategic partnerships to enhance organizational capabilities and capacity.
- Capitalize on new and creative investment sources to enhance the CAC's ability to innovate and meet stakeholder needs.

### **Establish an innovation process for the organization**

- Establish and maintain a process to develop new ideas and innovative strategies for product development or business opportunities.
- Identify, prioritize and develop new products or services to ensure the association's overall values, visions, and mission are achieved.
- Ensure a collaborative approach across departments to discover new solutions and approaches to old problems.

## **TECHNOLOGY**

### **Optimize the administrative, back-office infrastructure**

- Ensure the Microsoft, cloud-based environment (SharePoint Online/Office 365/Azure) functions optimally.
- Determine how to enhance the current and future use of tools in areas such as document and knowledge management.
- Responsible for overseeing information security, cybersecurity, and IT risk management.

### **Product development**

- Lead the design and delivery of Locker enhancements to the partnership.
- Ensure a high degree of interaction occurs with partners and staff to understand and prioritize development needs.
- With support from legal, develop agreements and policies around new products, data privacy, consent, and use.

### **Lead the IT team**

- Lead and oversee a small team of Technology Platform developers and the IT help desk.

### **Other responsibilities as required.**

## **QUALIFICATIONS**

An equivalent combination of the following education and experience will be considered:

- A degree in information technology, engineering, or information management.
- Minimum of 10 years' experience as a project manager.
- 10 years' experience in information technology.
- Experience in leading innovation efforts within an organization.
- Experience in leading highly qualified IT professionals.
- Extensive understanding of the project development cycle in information technology.

- Possess strong project management acumen with the ability to take ownership of project timelines and development plans to achieve project goals and responsibilities.
- Possess strong problem solving, quantitative, and analytical abilities.
- Experience in stakeholder management, with the ability to win strong support for ideas.
- Excellent leadership and interpersonal skills with the ability to motivate others, build partnerships and generate consensus.
- Significant experience in management, prioritization, balancing competing demands and delivering in line with objectives and quality.
- Experience and understanding of a service environment.
- Experience and awareness of governance, financial management, change management and risk management and innovation.
- Ability to think innovatively, strategically, and critically, with proven problem-solving skills, excellent judgment, and is comfortable working in a changing environment.
- Understanding of the Canadian sport culture, knowledge of the NCCP and sport system in Canada are considered an asset.
- Excellent oral and written communication skills in English (Fluency in French considered an asset).

## APPLICATION INFORMATION

The CAC 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, color, ethnic origin, citizenship, creed, sex, sexual orientation, record of offences, age, marital status, family status or disability.

Please send your resume and cover letter by **October 18, 2021** to [hr@coach.ca](mailto:hr@coach.ca). All responses are appreciated, however, only those selected for an interview will receive a reply.

Accommodations are available on request for candidates participating in all aspects of the selection process.