

CHIEF OPERATING OFFICER

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| STATUS | Permanent full-time employee |
| REPORTING TO | Chief Executive Officer |
| DEPARTMENTS SUPERVISED | Marketing & Communications, Education Partnerships, Corporate Services, Innovation & Business Enablement and Sport Safety, International Programs |
| LOCATION | Ottawa, ON |
| START DATE | August, 2022 |
| LANGUAGE | Bilingualism is a strong asset (English and French) |
| WEBSITE | www.coach.ca |

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. Beginning July 4th, 2022, the CAC will be using a hybrid model of three days in the office and two days working from home.

The Chief Operating Officer serves as the 'right-hand' to the Chief Executive Officer (CEO) and ensures that the CAC has the infrastructure and support systems required to meet its operational goals and objectives. Primarily, this is a business and operational position, which calls on the incumbent to fully understand, embrace, and operationalize the strategic and policy initiatives of the organization. A profound understanding of the underlying framework of all programs and initiatives, the culture of the sport community, as well as best practices and technologies for organizational and business development is required. The incumbent, together with department heads and support staff, will maintain effective mechanisms to further the leading-edge performance of the organization.

DUTIES & RESPONSIBILITIES

ORGANIZATIONAL DEVELOPMENT

Operational and Strategic Planning

- In cooperation with the CEO, support the development and monitoring of the strategic and operational plans;
- Foster Board development by supporting the CEO with effective reporting tools and accountability measures;
- Lead, with department heads, an effective annual budget and planning process and establish effective monitoring controls.

Operational Policy Development

- Develop and monitor organizational policy to ensure that it optimizes staff performance and adheres to Board direction and legal minimums.

Operational Efficiency

- Provide strategic leadership to ensure effective delivery of services and efficient administration in support of the organization;
- Assess organization systems and services to support organizational operations, including: finance, information systems, human resources, risk management, product development and marketing and communications.

Change and Project Management

- Lead the organization's implementation of change and project management in accordance with the endorsed annual and strategic plan.

Leadership

- Provide leadership and oversee the Marketing & Communications, Education Partnerships, Corporate Services, Innovation & Business Enablement, International Programs and Sport Safety departments.

HUMAN RESOURCES MANAGEMENT

- Monitor and assess organizational performance, advise on staffing and resource levels, and determine if there are systemic barriers to achievement of organizational goals; develop recommendations for changes as appropriate;
- Develop and implement human resource strategies in line with current and future goals and objectives;
- Develop, implement, and monitor policies, procedures, and practices in keeping with current industry best practices and compliant with all applicable laws and regulations.

FINANCIAL CONTROLS

- Oversight of Annual Budget of \$6.5M and 35 employees;
- Provide strategic financial advice, insight, and analysis to the CEO and Board of Directors;
- Provide leadership and oversight of controls and audit process with the Director, Corporate Services and Manager, Finance, and ensure compliance with all applicable laws, regulations, and industry standards;
- Develop annual budgeting process and monitoring;
- Oversee the organizational cash flow and forecasting;
- Ensure the provision of regular reporting to partners;
- Develop effective financial reporting tools that enable the organization to manage its affairs accordingly; update and implement all necessary business policies and accounting practices;
- Maintain all minutes, by-laws, books, and records of the Association.

GOVERNMENT PARTNERSHIPS

- In partnership with the CEO, maintain alliances with all government funding partners;
- Develop all funding applications to government agencies;
- Lead the development of the NCCP quadrennial financial agreements;
- Ensure efficient and healthy relations with all NCCP stakeholders.

RISK MANAGEMENT/LEGAL

- In partnership with the CEO, responsible for the leadership, innovation, governance, and management required to identify, evaluate, mitigate, and monitor operational and strategic risk;
- Liaise with legal counsel to ensure the organization adheres to all legal obligations as a Registered Canadian Amateur Athletic Association (RCAAA) not-for-profit corporation and to industry standards;
- Liaise with external legal counsel on all matters related, but not limited to: intellectual property, human resource issues, insurance, and sponsorship;
- Oversee all Association contracts and agreements;
- Oversee investment portfolio and insurance policies;
- Advise on procedural matters relating to corporate governance and compliance with legal/reporting requirements;
- Ensure the organization's risk management policies and strategies are in compliance with applicable laws and regulations.

INFORMATION TECHNOLOGY

- Provide strategic and operational oversight of all management information systems.

In the absence of the CEO, assume acting responsibilities as requested.

QUALIFICATIONS

Education:

- University degree in Business Administration, Finance, or Commerce;
- Accounting designation (CGA, CMA, CPA);
- Equivalent education and experience will be considered.

Experience:

- Minimum of 5 – 8 years experience in a similar role and at a senior management level;
- Experience working in the sport, not-for-profit or business sector.

Skills & Attributes:

- Demonstrated leadership and effective managerial skills in a complex environment;
- Knowledge of fiscal and human resources management;
- Knowledge of the not-for-profit sector would be an asset;
- Advanced change management and project management leadership skills;
- Strong organizational and change management skills, ability to manage multiple responsibilities, and deliver results on time;
- Sound judgment, excellent negotiation and consensus building skills with the ability to foster a cooperative and collaborative teamwork environment internally and externally;
- Excellent ability to work under pressure with strict deadlines, and manage unexpected changes in project and operational circumstances;
- Business writing, presentation, and verbal communication skills in English and preferably also in French;
- Strong employee development and performance management skills including: conflict management, critical thinking, decision-making, and problem solving;
- Ability to travel domestically and internationally;
- Ability to work flexible hours as required in order to meet deadlines;
- Ability to communicate in both official languages is 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. If you require an accommodation, we will work with you to meet your needs.

If you are a hands-on and participative leader, and believe you possess the appropriate education or experiences, along with the skill set for this position, please submit your resume, and cover letter including your salary expectation and outlining the top 3 reasons why you are the ideal candidate by **June 15, 2022** to hr@coach.ca

The interviews will take place during the first two week of July 2022.

Visit www.coach.ca for more information. We thank you for your interest.