

## **General Manager**

### **Purpose & Overview**

The General Manager is responsible for successful leadership, management, and delivery of the programs, services, policies, and initiatives supporting WVFHC's operations and growth as a club. The GM is expected to manage the organization's risk, human, and financial resources effectively and in a responsible manner, using strong leadership, administrative, communication, and people skills. The ideal candidate will dive into the details to execute current programs while also maintaining a bird's eye view on the club in order to progress our strategic goals and long-term priorities. These responsibilities are dynamic and vary throughout the year so the GM must be flexible and adaptable.

The General Manager will report to, and work closely with, the Board of Directors. They also collaborate with the Technical Director, and Event Coordinator as well as oversee administration, communications, volunteer committees, and club members. Exceptional communication and organizational skills are essential to be successful in this role.

### **About West Vancouver Field Hockey Club**

WVFHC is the home club for the North Shore field hockey community. It is the largest field hockey club in North America with around 2000 registered members – men, women, girls and boys. Our mission statement is to provide opportunities for all members of our community to develop lifelong skills as field hockey players, coaches, and umpires in an atmosphere that fosters enjoyment of sport, sportsmanship, teamwork, and the pursuit of personal excellence. WVFHC is a leading sports club with a reputation for innovation and program excellence that is recognized on the north shore, BC and beyond.

### **Specific Accountabilities:**

#### **1. Leadership**

- Leads key projects for the club, including facility, capital, and program priorities.
- Identifies, assesses, and informs the Board of external issues that affect WVFHC.
- Acts as a spokesperson for the organization and represents the club at external activities to enhance profile.
- Leads, in conjunction with the Board of Directors, the development of a strategic plan for WVFHC.
- Oversees the implementation of the strategic plan and reports to the Board on the progress.

#### **2. Operational Planning and Management**

- Oversees the planning, implementation and evaluation of programs/services and special projects.
- Ensures programs/services and special projects are delivered as planned and on budget.

- Develops annual operational plans to incorporate goals and objectives of the strategic plan.

### **3. People Management**

- Supports staff to ensure they effectively carry out their functions.
- Develops and maintains performance improvement and management for salaried staff.
- Determines staffing requirements for effective organizational management and delivery.
- Oversees and upholds all HR policies and procedures.
- Collaborates with volunteer committee members to recruit, maintain, and encourage a large volunteer base (200+ volunteers).

### **4. Financial Planning, Risk Management, and Governance**

- In collaboration with the Treasurer and staff, develops annual budget that aligns with the strategic plan.
- Monitors and administers the funds of the club according to approved budgets.
- Proactively seeks grants, external funds and sponsorship to diversify the club's income.
- Oversees the development and delivery of the WVFHC Sponsorship Program.
- Identifies and evaluates risks to the club, implementing measures to respond and develop contingency plans as required.
- Works in conjunction with the President to prepare board meeting agendas, reports, budget updates, and any other materials required for meetings.
- Ensures implementation of all club governance, policies and procedures, reviewing and revising with the Board as needed.

### **5. Communications, Marketing and Events**

- Accountable for the development and implementation of a communications and marketing plan to raise the profile of WVFHC
- Works closely with Communications Coordinator to ensure all external and internal communications are effective and support the goals of the club.
- Supports the planning and execution of key events in collaboration with internal and external partners. These range from small community events to large international tournaments hosted by WVFHC.
- In cooperation with the Social Committee, plans and delivers activities to build social community and enhance member benefits.

### **6. Stakeholder and Partner Relations**

- Serves as a point of contact for club staff, volunteers, parents, and external organizations on matters related to club management.
- Actively engages with members of the field hockey and sport community to ensure organization is current and proactive at all times.
- Promotes and facilitates inter-club, inter-sport, and inter-agency collaboration and cooperation.
- Seeks and fosters external relationships that promote and further the aims of WVFHC.
- Represents the club on various member, stakeholder and partner committees.

## **Candidate Profile:**

### **Experience & Education**

- A track record of leadership and management ideally gained from within a community or non-profit organization.
- Sport leadership experience and successful program development and implementation an asset.
- A degree or diploma in business and/or sport and recreation-related discipline an asset.
- Experience working with a volunteer Board of Directors.

### **Skills and Abilities**

- Able to efficiently schedule time and activities for multiple, concurrent projects.
- Can develop operational strategies and provide guidance to assist the Board of Directors in attaining its goals.
- Financial acumen, ranging from day-to-day accounting, up to financial reporting.
- Ability to work within tight budgets and maintain balanced revenues and expenses.
- A solid understanding of human resources issues, including working with organizations with large volunteer workforces.
- Board management, development, and organizational governance experience. Strong board relations and meeting management skills.
- Ability to build member trust, relationships, and engagement.
- Ability to build and maintain partnerships within sport, government, non-profit and private sectors.
- Familiar with fundraising.
- Successful delivery of events, tournaments, and other profile-raising activities.
- Demonstrated computer skills.

### **Personal Characteristics**

- Enthusiastic team player who knows how to take initiative and be a self-starter.
- Relationship-builder and effective collaborator and communicator - engaging, approachable, diplomatic, open and transparent and thrives on a high level of interaction with others.
- Motivational, problem-solving and organizational skills; brings innovative thinking to opportunities and challenges and fosters creativity.
- Is able to exhibit strong listening and conflict resolution skills.
- Detail-oriented, efficient, and prioritizes well.
- Has strong personal and professional integrity.

## **Working Conditions:**

This position may appeal to those looking for flexible working arrangements who wish to work on the North Shore. It may also appeal to candidates entering a 2<sup>nd</sup> career and looking for an exciting challenge. Much of the role may be done working from home, with certain tasks or meetings at Rutledge Field and similar locations.

The role is for a 30-hour a week position. However, it is important to note that this is not a strict 9-5 position. The role requires some flexibility but grants the same flexibility in return. We expect the General Manager to have strong time management skills to manage their priorities independently.

The months of February to June are the busiest and actual hours may exceed 30 hours per week. There are opportunities for reduced work hours in July and August and from mid-November to early January to balance overall work hours.

The General Manager must be available to meet in the evenings or early morning per the requirements of the role: with the Board to discuss club management, coordinators to discuss schedules and ongoing issues as they arise, intra-club Leagues to discuss scheduling and coordination matters, and so forth. Some meetings will need to take place outdoors (at field locations) or elsewhere in the Lower Mainland (for league meetings, etc.).

The candidate must pass a BC Criminal Records Check.

There will be scheduled collegial review of the role at 2 months and at 6 months, and on an annual basis thereafter.

Salary minimum of \$55,000/yr

Must receive resumes by Friday , November 25th, 2019.

Please email resume and covering letter to: [margi@wvfhc.com](mailto:margi@wvfhc.com)