



POSITION PROFILE

JOB INFORMATION

Job Title	Head of Operations
Organization	Volleyball BC
Reports to	CEO
Work Type	Permanent, 1.0 FTE (40 hours per week)
Start Date	December 1, 2022
Closing Date	Competition will remain open until 5:00 PM PDT on October 28, 2022
Salary	\$82,400-\$100,000 (salary will be commensurate with experience).

JOB OVERVIEW

Volleyball BC is the provincial sport governing body that actively encourages participation and fosters the development of volleyball in BC. The head offices are based at the Harry Jerome Sports Centre (HJSC) located in Burnaby, BC.

We are seeking an experienced leader to fill the position of Head of Operations. Reporting to the CEO, this dynamic role is responsible for the day-to-day leadership and delivery of core services including finance, human resources, facility operations, and member services and initiatives. The Head of Operations is a strategic thinker and planner yet enjoys the hands-on nature of service delivery in a medium-sized organisation. As a member of the executive, the Head of Operations will contribute to the development of strategic and tactical plans designed to serve Volleyball BC's vision, mission and strategic goals. The successful candidate will be a competent people leader with exceptional interpersonal and relationship-building skills.

This position is located at our head office in Burnaby, BC and may require the ability to work evenings and weekends at satellite locations when events are being hosted by Volleyball BC. Volleyball BC offers staff the opportunity to alternate in-office and at-home working throughout the week.

ROLES AND RESPONSIBILITIES

1. Duties

Finance

- Provide advice and leadership on all aspects of Volleyball BC's financial position, ensuring that financial activity is aligned and working toward the Strategic Plan and annual budget.
- Work with the CEO and Head of Programs in driving revenue generation, including new program opportunities, external funding and grants, and sponsorship/partnership development.
- Manage the day-to-day operation of all finance; including Volleyball BC's bank accounts and credit cards; preparing bank reconciliations, processing bank account transfers, maintaining schedules of all accounts, and monitoring cash flow.

- Manage preparation of budgets and forecasts, collaborates with staff to ensure effective budget management, analyzes variances, and provides recommendations to appropriate parties.
- Responsible for payroll function, including liaising with external payroll company, processing salary changes and updates, and monthly reconciliations.
- Monitor and support all financial administration performed by the Office Manager.
- Provide accurate and timely financial information to managers, the CEO, and the Finance and Audit Committee.
- Monitor and analyze key financial metrics, and measure financial performance.
- Assist with contract negotiations, manages and maintains all contracts.
- Manages all activities and aspects of the external audit.
- Manage and provide expert guidance and leadership on risk management.
- Overall responsibility and management of Finance policies and procedures.
- Responsible for submission of all reporting requirements of Society Act and Canada Revenue Agency.

Human Resources

- Lead and deliver human resources services and processes to ensure recruitment and retention of VBC staff, contractors and volunteers.
- Deliver systems and initiatives that drive forward Volleyball BC's culture and values by supporting our people to feel welcomed, valued, and empowered to play their part. These include Employee Handbook/onboarding, employee engagement and recognition, training, and professional development.
- Key partner in advancing and fostering an equitable, diverse, and inclusive workplace.
- Develop and ensure compliance with Volleyball BC's HR Policy and associated procedures.
- Work with Executive and management to implement health and safety best practices and standards.
- Support annual performance management and organizational reviews.

Facility and Administration

- Oversee the management, operations, and planning of the Harry Jerome Sport Centre.
- Support the Facility Manager in ensuring the continued and safe use of the facility, including planning, safety, maintenance, and operations.
- Collaborate with Volleyball BC staff to identify opportunities for revenue generation and programming at the facility.
- Manage Volleyball BC's capital planning including maintenance plan, depreciation schedule and capital expenditure budget.
- Responsible for registration and software systems and support for the organisation.
- Ensure responsible, effective, and efficient administration and office operations.

Member Services, Events, and Communications

- Provide leadership and support to the communications, events, and member services team.
- Work with the team to develop and lead a communications and events strategy to strengthen the Volleyball BC brand and increase the awareness and profile of volleyball in British Columbia.
- Collaborate with the Head of Programs and Pathways to champion Volleyball BC's Member Engagement Plan and deliver high quality and consistent communication, services and programs to our membership.
- Ensure the safe and high quality delivery of Volleyball BC's flagship annual events .
- Support the Manager, Events and Communications to coordinate and deliver key strategic priorities including the Safe Sport Action Plan and the Diversity, Equity, and Inclusion Strategy.
- Identify external funding and sponsorship opportunities to advance strategic plan priorities.

2. Working Conditions

- Primary working location is a standard office environment;
- Time may occasionally be spent at outdoor event facilities throughout the year (i.e. beach and/or grass courts):
 - Direct exposure to all outdoor elements for extended periods of time: sun, wind, rain, heat, and dust/sand at beach courts;
- Time may occasionally be spent at indoor event facilities throughout the year such as gymnasiums:
 - Direct exposure to loud noise due to live sports and music in an enclosed area;
- Access to a personal vehicle is essential.

QUALIFICATIONS

1. Required Knowledge, Skills, Abilities:

- A proven leader with the ability to think strategically as well as lead and deliver operationally as required in a small to medium-sized organisation
- Creative problem solver with sound judgement in identifying solutions
- Outstanding communication skills, coupled with highly refined interpersonal skills and emotional intelligence.
- Strong analytical skills including financial management and reporting.
- Exceptional organizer with the ability to multitask and prioritize in an environment with changing demands and priorities.
- Willingness to work flexible hours in line with priorities and demands of programming

2. Training and Experience:

- Completion of four-year university degree in relevant field or 8+ years of relevant experience is required (i.e. accounting, finance /business administration, project management, sport administration, etc.);
- Minimum of 10 years of financial management and accounting experience, preferably within a sporting or non-profit association;
- Minimum of 10 years in progressive leadership roles which have encompassed strategy development, people management, and implementation of initiatives;
- Understanding of the subtleties of working in a senior capacity with a non-profit organization, including the need to influence and lead staff, build functional relationships, and provide superior support to staff in their delivery of effective operations
- Experience in a membership-focused organisation is highly desirable;
- Proficiency in use of Sage/ Simply accounting software or equivalent;
- Prior use of Bamboo HR software is considered an asset;
- 8+ years of project management and reporting is preferred;

3. Licenses, Certificates and Registrations:

- CPA designation or financial qualification preferred;
- HR designation, certification, or formal training is considered an asset;
- Valid Class 5 Drivers License issued in British Columbia required;
- Completion and maintenance of clear Criminal Record Check required.



APPLICATION DETAILS

Please forward resume and cover letter to hiring@volleyballbc.org by 5:00 PM PST on Wednesday October 26 2022.

We wish to thank all applicants for their interest; however only those invited to interview will be contacted.