

Role Description

Organisation:	England Ice Hockey (EIH) & Ice Hockey UK (IHUK)
Post Title:	Chief Operating and Development Officer (0.6-0.8 FTE)
Job Purpose:	This is a new role within EIH and IHUK to oversee day-to-day operational functions and strategic delivery. As a key member of the Executive Management Team (EMT), this critical and high-profile role will be responsible for translating our strategy into effective operational performance to create year-on year success. The ability to integrate the planning and delivery of support, development, participation and talent programmes and align these effectively with our performance and membership services will be key. The role will make decisions and build the operational/development programs to leverage all key policy areas and social outcomes through great ice hockey experiences for everyone at all levels. This will be key to adding value and being inclusive at every step in our philosophy and operations.
Responsible for:	<p>Responsible for all operations and development functions in support of the delivery of the strategic plan including Finance, Safeguarding, People, ICT/systems development, centralised Administration, Procurement, and other related activity to maintain and grow the organisation.</p> <p>Delivery of an effective and efficient Operations function, supporting the front line of EIH/IHUK through the provision of key services, and responsible for the delivery of transformational change, managing opportunity and risk and driving of all key strategic initiatives.</p> <p>Responsible with the CEO for effective Strategic Planning including Corporate and Business planning and resource allocation (Financial and Human).</p>
Responsible to:	Chief Executive Officer
Location:	Hybrid working pattern including regular travel, with at least 1-2 days per week in Sheffield
Salary:	Dependant on Experience

About England Ice Hockey

England Ice Hockey (EIH) is more than just an organisation; we're a nurturing community that cultivates talent, sparks dreams, and honours heroes. From grassroots development to national-level competition, England Ice Hockey is where it all starts.

With our Head Office based on the Olympic Legacy Park in Sheffield, our work encompasses all stages of the game - from 'learn to play' through to developing potential superstars for Great Britain Ice Hockey, and everything in between, our work and impact is felt by thousands of players and coaches every season.

Over the next 12 months we will embark on an exciting evolution – with a new Executive Management Team, a passionate Board of Directors and a committed base of expert coaches and support staff, now is a brilliant time to play a major part in the growth of England Ice Hockey.

The Role

To provide operational day-to-day leadership, vision and guidance to the People and general membership of EIH and IHUK, and further enhance the positive and performing culture within the organisations. The CODO will also have direct responsibility for the following.

- To manage and lead the coordination and performance of all day-to-day operational and development functions of the organisations, including but not limited to People, Finance, Safeguarding and Growth.
- To help shape and implement an operational plan for EIH and IHUK.
- Plan, direct, and oversee the operational policies, procedures, rules, strategic initiatives.
- Providing high quality performance reporting and all related metrics to CEO on a quarterly basis.
- Support the team in developing a more commercial outlook to generate more investment for the England and GB Programmes.
- Help the organisations execute long-term and short-term plans and directives by implementing judgement, vision, management, and leadership.
- Consistently maintaining the service quality and communications expected by our members and broader stakeholders whilst adapting to embrace transformational projects and innovation adopted by the organisation and the game.

Key Accountabilities

1. **Effective Leadership and Management** – senior member of EMT, working collaboratively with the CEO and others to achieve the strategic aspirations of EIH/IHUK whilst demonstrating excellent leadership qualities. Always positively represent EIH/ IHUK through a success-focused and professional manner. Direct leadership of General Secretary and Hockey Ops, Safeguarding Manager, Finance Officer and Administrators.
2. **Effective and Efficient Operational Performance** – translation of our strategy into business plans and operational delivery to meet our goals and aspirations, continually assessing and mitigating risk.
3. **Effective Resource Management** – to be responsible for effective management and deployment of budgets and human resources, building capability and productivity alongside good welfare practice and support.
4. **Delivery of our Strategic Plan** – directly supporting the CEO to deliver all aspects of the strategic plan. Collaborate closely with the CEO and produce reports on company operations, results, learnings, and improvements.
5. **Internal and External Communications** – operational oversight of all internal communications, and support with external communications, with a focus on clarity, speed and quality.
6. **Membership Services** – to help shape and drive the delivery of excellent stakeholder and club membership services for enhanced satisfaction and retention of members applying a digital first approach to all developments and operations. Insight and evidence-based perspective – to make sound decisions based on market insight, members, stakeholder, and people feedback.
7. **Managing and Developing Relationships and Partnerships** - To act as a key interface for and between all key stakeholders within not limited to: England Ice Hockey (EIH), Scottish Ice Hockey (SIH), the Elite Ice Hockey League (EIHL), the National Ice Hockey League (NIHL), The International Ice Hockey Federation (IIHF), Ice Hockey UK Referees (IHUKR) and Ice Rink Managers Association (IRMA) and commercial partners as necessary. Work collaboratively with Directors and Managers across the public sector to forge effective partnerships, to monitor and optimise effectiveness in delivering EIH IHUK strategic objectives with innovation to achieve common goals. Key interactions internally will be with the CEO, and with Senior Managers across the organisation.

8. **Strategic and Development Initiatives** – Act as executive project lead for the management and oversight of key business initiatives including leading and overseeing the planning and delivery of specific funded programmes in an efficient and effective way. Key areas include oversight of:
- Referees - Responsible for the oversight and effectiveness of IHUK Referee-in-Chief strategy and execution. Ensuring effective management and administration of the program including regular reporting to the EIH IHUK CEO and Board.
 - GameDay System and ongoing Monitoring
 - EIH Netminder Development Project
 - Department of Player Safety (DOPS) – Oversee and implement an effective and efficient Department of Player Safety (DOPS) that is independent, expert lead and ensure appropriate governance and operational effectiveness.
 - Develop and manage the SLA's and MOU's in place with external stakeholders and develop SLA's and MOU's with new stakeholders as and when required.

Responsibilities

- Directs and oversees the management of all operations and development functions in support of the delivery of the strategic plans including but not limited to Finance, Safeguarding, HR, systems development, information management and security, and Cyber Resilience and Business Continuity planning.
- Responsible for establishing and overseeing all Policies, Policy Development, Process improvements with the remit of delivering key services for EIH IHUK.
- Strategic Planning including operational planning and resource allocation (Financial and Human).
- To draft, implement and monitor short, medium- and long-term plans in conjunction with the CEO, Board of Directors and funding agencies.
- Oversees the delivery of an effective and efficient Operations and Development function, supporting the front line of EIH IHUK through the provision of key services including Governance & Risk, Procurement, and all Technology.
- Responsibility for EIH IHUK Financial day to day oversight including annual budgeting and monitoring, publishing annual accounts and reports as directed by the CEO, Finance Director, implementing and overseeing an appropriate framework of financial controls, internal audit (including advising the audit committee), and fraud detection and prevention with the CEO.
- To lead the implementation of EIH IHUK transformative organisational systems and processes change programme, ensuring the most effective and efficient technological solutions available.
- Responsible for all governance including contract management, staff management, asset management, procurement strategies and processes, and corporate risk management including the risk management policy framework, the Corporate Risk Register and appropriate reporting to the relevant Committees and Board.
- Represents and is accountable for all corporate services and related matters at EIH IHUK Board meetings.
- Responsible for EIH IHUK policy framework including compliance reporting on statutory policy areas such as H&S, GDPR, etc.
- Oversight of the Human Resources function including acting as the point of escalation for all people-related issues.
- Oversight of the Safeguarding function including acting as the point of escalation for all issues.
- To provide strategic, specialist operations and governance advice to the CEO, Board and Executive Team. To support the CEO and Executive Team in delivery of EIH IHUK as a high

performing team, leading, promoting organisational change and managing performance to ensure the effective, efficient, economic delivery of investment to achieve ambitious sporting outcomes.

- To lead by example, with visible and demonstrable commitment to upholding the organisational culture, values and behaviours as set out in our DNA, safeguarding our reputation at all times with stakeholders and staff.
- To direct and manage all resources within EIH IHUK ensuring adequate accountability to the CEO for the effective and efficient use of financial, human and technical resources, and promoting a culture of value for public money.
- As a member of the Executive Team in EIH IHUK, to play an active role in the running of the organisation, including delivering of transformational change, corporate and strategic planning, managing opportunity and risk and ensuring the highest governance standards.
- Measure and report on operational performance and develop plans to improve relevant key performance indicators

Misc.

- To deputise the CEO as required
- To continuously review and improve existing management and administration systems in order to increase efficiency and provide a quality and consistent service to members.
- To be flexible in approach to work and undertake any other duties that may be required within the remit of EIH and IHUK.
- Solve escalated business challenges, complaints and conflict.
- Undertake other such reasonable duties as shall from time to time be required by the CEO or Board within the competency of the post-holder.

Person specification

- Several years of executive strategic and operational leadership and management experience globally in complex operating environments
- Ability and gravitas to report directly to the CEO and, on occasion, the Board.
- Experience in competitive sports, preferably ice hockey, but also “career changers” from other sports and industries are conceivable
- Ability to build trust and confidence as a senior leader for the organisation implementing a change programme.
- Calm, approachable manner, with a solution focussed mindset
- Self-motivated, can-do attitude who can anticipate future business needs and design solutions.
- Ability to delegate, train, develop and line manage staff.
- Proactive contribution to senior leadership team and organisational strategy.
- Excellent organisational and planning skills, with the ability to plan for the short and long term
- A commitment to show a high level of integrity
- A personal commitment to equality, diversity and inclusion
- A minimum of 5 years’ experience in an executive leadership role with Board Director engagement is required.
- Interpreting strategy into operational planning and effective implementation with staff teams across different disciplines.
- Developing and implementing key business systems to deliver improvement, service delivery and impact measurement, plus an ability to identify and apply digital solutions through third party providers.
- Effective problem solving and management of risk at strategic and operational levels.
- Relationship Management - building trust and strong relationships with a range of stakeholders internally and externally at a senior level.

- Deputising for senior management/CEO, taking on the roles and responsibilities in their absence; managing culture and organisational change as an executive leader.

Our expectations

- Projecting a positive, professional image through in-person and phone/video interaction across all stakeholders
- Leading and coordinating the functional areas of your responsibility as well as executing on independent projects
- Confident demeanour and very good communication skills
- Knowledge in the areas of sport policy and association structures
- Confident handling of common MS Office applications
- High degree of organizational skills and independence
- Ability to work in a team, multi-task and work well under pressure over longer periods and at events
- Socio-political interest and understanding, as well as a high affinity for sports

Additional Information

Applications will close at **10am on Thursday 29th August 2024**, with interviews taking place week commencing 9th September 2024 in Sheffield.

The role involves working with stakeholders across the UK and subsequently flexibility is key in the success of both the role and the organisation.

In the course of working for the organisation, individuals may have access to personal or confidential information which must not be disclosed or made available to any other person unless in the performance of duties relating to the post holders role or with specific permission from the Board.

This job description reflects the core activities of the role and as the organisation and the post-holder develop there will inevitably be changes in the emphasis of duties. It is expected that the post-holder recognises this and adopt a flexible approach to work and be willing to participate in training.

Post holders are expected to adhere to the organisations health and safety guidelines in carrying out their work in addition to policies associated to the safeguarding of our young people and other appropriate policies and guidance.

How to apply

To apply, please send your CV and a one page covering letter detailing your relevant experience for the role to recruitment@englandicehockey.com