



JOB DESCRIPTION

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Next Review date:

Job Title: Head Sports Services

Effective Date: June 2021

Job Family: Executive Services

Business/Department:

Secretariat

Supervisor: Chief Operations Officer (COO)

Job Mission

The Head Sports Services (HSS) is a strategic and operational position entrusted with the responsibility for management of LNOC High Performance and National Federation support. The position reports to the COO and is part of the LNOC secretariat management team that drives the overall strategy for the organization. The HSS is expected to have deep knowledge of High Performance (HP), National Federations (NFs) operations, LNOC strategy/plan, International Olympic Committee (IOC) and Commonwealth Games Federation (CGF). The role will be focused on the following management areas: sport management, operational governance, people management, stakeholder relations, and finance management.

Key Performance Areas (Summary of Functional Outputs)

- Manage implementation of LNOC Strategic plan in relation to HP and NF Support services;
- Ensure effective management of LNOC sport services department;
- Lead and manage a high performing sport service delivery team;
- Manage the departmental financial health;
- Manage sport services department good governance practices and disciplines;
- Establish and maintain stakeholders relations.

Functional Output:

Weight

Functional Output: PROGRAM MANAGEMENT

40%

<ul style="list-style-type: none"> ▪ Oversee the departmental operations and provide day-to-day leadership of direct reports (line subordinates) through provision of management guidance, and operational assistance. ▪ Develop and communicate departmental strategies, programs, work plans and priorities derived from the organization's strategic plan by partnering with direct reports on department accountabilities and performance objectives. ▪ Manage LNOC HP and NF departments service excellence by establishing support benchmarks, timelines, and resources needed to achieve strategic goals, proactively recommending and driving improvements as necessary; set standards for accountability and measurements of success. ▪ Creates and maintains a work environment that recruits, develops, retains, and supports talented employees and volunteers. ▪ Clearly articulates direct reports accountability and assigns operational mandates to direct reports. ▪ Ensure that program performance variances are carried out, determine the root causes and implements changes for productivity or performance improvement. ▪ Regularly perform benchmarking, research and other related assessments. ▪ Develop and maintain an effective management information reporting system, with defined performance dashboard, that identifies key focus areas and ensuring that these are reported on. ▪ Deliver presentations to management, board and stakeholders regarding program performance when required. 	
Functional Output: GOVERNANCE MANAGEMENT	20%
<ul style="list-style-type: none"> ▪ Manage LNOC's role fulfillment in terms of own department Legal and Compliance requirements. ▪ Informs respective commissions about trends, issues, problems and activities in order to facilitate and enable program related decision-making. ▪ Manage LNOC compliance with departmental related signed MOU's and/ or contractual Agreement terms. ▪ Supports the LNOC to monitor and evaluate its's relevance to the needs of its members and the effectiveness of the organisation's programs. ▪ Manage and ensure departmental compliance to organisation risk management system. ▪ Manage implementation and application of LNOC policies and procedures as approved. 	
Functional Output: PEOPLE MANAGEMENT	20%

<ul style="list-style-type: none"> ▪ Manage application of all human resources policies within own department. ▪ Work with direct reports to achieve excellent business results through continuous people development and performance management activities. ▪ Ensure the development of a high-performing team through application of LNOC Performance Management System (PMS). ▪ Determine and analyse the development needs for the direct reports and ensure that they do the same for their teams and that the identified training and development interventions are budgeted for. ▪ Maximize operational effectiveness and ensure the achievement of employee and organisational development goals by establishing and maintaining departmental succession plan for using established Talent Management process. ▪ With the support of the Human Resources, recruit direct reports. ▪ Ensure creation of effective departmental workforce plans and recruitment demands. ▪ Approve leave requests for the direct reports and ensure that they effectively manage the leave planning for their teams in the departments. ▪ Ensure that all poor performance is addressed through the LNOC Performance Improvement Programme (PIP) and that poor performance is adequately dealt with. 	
Fuctional Output: FINANCIAL MANAGEMENT	10%
<ul style="list-style-type: none"> ▪ Initiate activities and/ or plans to support and sustain sport service programs; cultivate existing relationships and develop new enabling relationships. ▪ Manage delivery of LNOC sport services in a cost-effective manner while maintaining quality. ▪ Work with the COO to ensure sport service financing support. ▪ Work with the COO and HFS (Head of Finance Services) to implement fund-raising activities 	
Fuctional Output: STAKEHOLDER RELATIONS	10%
<ul style="list-style-type: none"> ▪ Engage pro-actively with service beneficiaries in order to improve departmental service, as well as positively position the organization and its support services. ▪ Generate LNOC brand awareness by engaging with the relevant stakeholders and marketing of the organisation's sport service value proposition. ▪ Manage relationships with related partner organizations. ▪ Act as the spokesperson for sport services related matters and a representative at both local and international forums, as designated. 	

Specialized Knowledge & Skills/Competencies:

- Good communicator at all levels;
- Excellent negotiating & closing skills;
- Good understanding of policy setting & decision making processes within tied benchmarks;
- Strong presentation skills;
- A sound understanding of the good governance with in-depth sport fraternity knowledge;
- Excellent selling & planning skills;
- Strong inter-personal skills;
- Results driven
- Team-player.

Minimum Qualifications and Experience

- 5 years' experience in middle management role
- A Bachelor's Degree (Sport related an added advantage);
- Possession of Advanced Sports Management Course(ASMC) and Executive Masters in Sport Organisation Management (MEMOS) shall be an added advantage
- A project management qualification is essential;
- Computer Literate in Excel, PowerPoint, Word, Outlook; and
- Valid Driver's Licence.