



POSITION – HEAD OF OPERATIONS

Job Title:	Head of Operations– Netball World Cup 2023
Reporting to:	Tournament Director
Primary Location:	Cape Town with National Travel
Contract Type:	Fixed Term Contract from 1 March 2022 to 31 October 2023
Start Date:	01 March 2022
Gross Package:	Market related

JOB DESCRIPTION

The successful candidate will be an energetic, reliable and independent individual, who has expert operational, technical and advisory skills and an in-depth understanding of Netball and sports organisations. The Head of Operations will form a key part of the management team and oversee the smooth operations of the Company, analyse and improve organizational processes, and work to improve quality, productivity, and efficiency. The successful candidate will have exceptional interpersonal and communication skills and will report to the Tournament Director and Board of Directors and will be responsible for the smooth running and profitability of the Netball World Cup 2023 event.

The NWC2023 Head of Operations will be responsible for the development of the venue, wider site operations and related stakeholder services, in line with the objectives of the Netball World Cup. The successful candidate will take responsibility for all aspects of the overall tournament operations, outside of the sport delivery, to ensure that the tournament is delivered to the highest possible standards.

The Head of Operations will be responsible for planning, directing and designing the NWC2023 IT infrastructure whilst simultaneously managing and maintaining the infrastructure. This role primarily involves the proactive creation of a stable technology environment and where issues exist, respond immediately to minimize exposure.

Responsibilities:

Operations:





- Lead the tournament planning, ensuring that events, operations and services are delivered in line with the strategic objectives of the event;
- Sit on the organisation's Local Organising Committee (LOC) and lead the implementation of the tournament's operational strategies for the delivery of the tournament;
- Act as NWC2023's primary liaison and interface for all venue issues with CTICC, local authorities and other partners/stakeholders;
- Provide leadership and management of the venue team, in accordance with the venue's operating principles;
- Manage the tournament operations budget and ensure that all elements are delivered within the financial parameters of the event;
- Lead the development of the event plan for the tournament and venue management plan, ensuring that the necessary policies, procedures, and contingency plans, required for the readiness and delivery phases of the tournament are in place;
- Lead the delivery of accommodation, transportation, accreditation, and workforce operations, to provide support services across all stakeholder requirements;
- Build strong relationships and communicate effectively with key delivery partners such as the venue, local authorities, hotels and suppliers;
- Manage the operational resources available to best deliver the tournament's objectives;
- Develop the contractual processes and performance monitoring systems for all suppliers engaged on the event to ensure high level and innovative solutions to event requirements;
- Facilitate the tender processes, appoint and manage appropriate agencies to deliver services in support of the tournament, such as hotels, transport providers and overlay contractors;
- Lead the delivery of ceremonies and International Federation functions;
- Assist in the organisation and implementation of a testing and readiness programme;
- To always act as an ambassador and advocate of the Netball World Cup promoting the key organisational messages and always presenting the sport, event and its people in a positive light;
- To undertake such duties as may be required from time to time as are consistent with the responsibilities of the position and the needs of the event;
- To maintain a flexible approach to working times;
- Compiling business and contingency plans, including close liaison with Government Departments for funding and compliance with statutory measures;
- Reporting to the Board and other stakeholders through meetings, reports and other communication platforms;
- Ad hoc tasks contributing to the effective functioning of the organization;
- Careful monitoring of financials to ensure the tournament's operations are delivered on budget;
- Delivery of the tournament operations in line with World Netball's requirements.

IT & Technical Support:





- Manage the day-to-day operations of the Technical Support Department to ensure the stable operations of the NWC2023 Information Communication Technology infrastructure;
- Maintain high technical standards and protocols;
- Manage, monitor, maintain and improve the current server, network, internet, VOIP, database and IT security environments;
- Assist as a desktop technician, network and server engineer, database administrator, IT security and liaison with any appointed IT vendors and their agreed services;
- Establishes relationships with technology and component vendors;
- Oversee the implementation and operation of computer systems;
- Ensure that IT risks are managed proactively at all times;
- Manage departmental budget and track and report spending on equipment and IT infrastructure;
- Manage and maintain all computer assets;
- Adhere to and improve corporate IT policies and standards to ensure excellent governance is maintained;
- Ensure continuous communication and liaison with internal and external parties;
- Assist, support and mentor staff in executing infrastructure projects; and
- Ensure continuous improvement of the IT environment.

Skills, Qualifications and General Requirements:

- A business management degree.
- 10 Years' relevant experience in a managerial position.
- Proven track record of success in a senior venue operations or tournament operations role.
- Proven experience in leading a high-performing team and representing team deliverables on an LOC or Senior Management Team.
- Experience in building relationships with public sector partners, senior management staff and stakeholders in delivery of venue and tournament plans.
- Excellent communication, diplomatic and interpersonal skills; the ability to enthuse, negotiate and influence across a variety of forms of communication.
- Exceptional organizational skills; the ability to manage a complex project, prioritise and meet deadlines.
- Flexible approach to work, resilient and able to perform under pressure.
- Ability to think and act strategically and act on own initiative.
- Demonstrate ability to implement innovation in event delivery.
- Ability and willingness to undertake routine administrative tasks.
- Understanding of Netball and its operations.
- Proficiency in Microsoft Office, including MSWord, PowerPoint and Excel.
- Microsoft, Security, Server and Networking experience;
- Proven VOIP experience;





- Knowledge and experience in electronica;
- Proven infrastructure management experience;
- Proven project leader/management on projects;
- Proven Cloud solutions experience;
- User support and facilities experience;
- Proven IT governance track record and IT certification;
- Maintain all interdependent relationships within and outside the organization.

