



CANADA SOCCER

237 rue Metcalfe Street
Ottawa, ON K2P 1R2

CANADA SOCCER JOB DESCRIPTION

POSITION: Chief Operating Officer

REPORTS TO: General Secretary

LOCATION: Ottawa, Ontario, Canada

Canada Soccer is the National Governing Body for soccer in Canada and a member of FIFA, Concacaf, and the Canadian Olympic Committee. Our Head Office is currently located on the territory of the Anishinaabe Algonquin Nation, but our staff and our Member Associations, leagues, clubs, and passionate supporters are spread across the country – working, coaching, refereeing, volunteering, and playing on the lands of Indigenous peoples comprised of First Nations, Inuit and Metis.

In May 2022, Canada Soccer released its *Strategic Plan 2022-2026* which focused on Developing, Growing, and Governing our Sport while providing eleven additional “*Aspirational goals*” for the organization to achieve over the next two quadrennial cycles.

The Strategic Pillars and the eleven Aspirational Goals speak to some key overarching principles and core beliefs:

- Ensure that ‘soccer’ represents and mirrors our communities
- Remove barriers and impediments to inclusion – on and off the field
- Ensure all feel safe, valued, socially connected, empowered, and hopeful

To ensure that its goals are met, Canada Soccer is presently undergoing a significant structural reorganization & retooling – one that involves a deep internal analysis of the organization and a cultural shift that will include an expanded Executive Leadership Team (ELT) to set new targets and strategic goals by 2030., Canada Soccer aims to be a globally recognized leader that significantly impacts the global game while ensuring that the continued success of our National Teams is sustainable, and that Canada Soccer has the right talent, resources, processes and structures to fulfill its aspirations.

Therefore, the role of **Chief Operating Officer (COO)** is pivotal to the **ELT**. Specifically, the COO will own the **GROW** and **GOVERN** pillars of the strategic plan and the delivery of several elements of the **Aspirational XI**, most notably those highlighted below:

- Canada Soccer will seek to have gender parity and diversity representation at all levels with a 50-50 gender split and a 30% representation of equity seeking racialized groups for all football administrators
- Canada Soccer will achieve gender equity, embracing the country’s diversity to achieve historic and equitable levels across its development programming for players, coaches, referees, and administrators
- Canada Soccer will be recognized globally as a football association that embraces its diversity of gender, age, race, sexual orientation, creed, geography, language, and culture to become recognized globally
- Canada Soccer will launch a women’s domestic professional league and grow its men’s professional footprint to support the Elite Player Pathway so that its Men’s and Women’s National Teams are recognized among the top three in Concacaf
- Canada Soccer will continue to work with leaders in Indigenous sports programs within the framework of the Truth and Reconciliation process to enable a more direct relationship with Indigenous football development communities
- Canada Soccer will ensure development pathways and high-performance competition models for professional and amateur soccer, futsal, beach, and para competitions that link to international playing opportunities



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- Canada Soccer will become the most recognizable sports property in the country

Position Overview

The COO will report directly to the General Secretary and will lead the following Departments:

- Membership Relations
- Events and Competitions
- Administration and Compliance

Key Responsibilities

Leadership

- Provide leadership ensuring a positive enabling culture is established
- Contribute to generating a high-performance culture with your team and the wider ELT
- Inspire and motivate staff to deliver outstanding results
- Demonstrate 100% commitment to the business and engage staff accordingly

Manage a High Functioning Team

- Recruit, retain and develop a strong effective team that excels in the delivery of results
- Operate a robust and disciplined management process which ensures effective and efficient performance
- Provide firm and empowering management of direct reports
- Coach direct reports to become excellent leaders and managers themselves
- Develop and promote a positive and collaborative approach – often across multiple departments and under pressure-filled circumstances
- Communicate regularly, honestly, and positively with all staff

Governance

- Work with the General Secretary to manage all of the day-to-day operations of Canada Soccer
- Ensure that all functions of the organization are meeting business objectives and targets.
- Develop, manage, and maintain productive working relationships with the Board of Directors, membership, partners, stakeholders and government agencies
- Assist with maintaining, fostering, and developing all partnerships (internal and external) of the organization
- Conduct business with high communication and transparency
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Staff Operations, Administration and Infrastructure Strategy

- Provide strategic leadership to ensure effective delivery of services and efficient administration in support of the organization's objectives
- Oversee the overall daily office operations and the development and implementation of office operating policies and procedures
- With other ELT members and key staff, negotiates contracts for venues
- Supervise discipline and appeals, OSIC, and ITP Sport as it relates to Safe Sport initiatives
- Oversee player registration and transfers, national competitions, and match sanctioning alongside the Head of Events & Competitions
- Assist with ensuring Canada Soccer and all Members are in compliance with FIFA, Concacaf and Canada Soccer by-laws and rules and regulations and other regulatory documents
- Assess and lead the continuous improvement of all internal processes, systems, tools and administrative needs to meet the demands of a growing organization



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- Ensure that the organization is operating with a sound financial plan and with processes, disciplines, and timely reporting that will support the stability, sustainability, and future growth of the organization
- Work with CFO, where applicable, to have oversight of the relationships with all external suppliers
- Develop and manage all contracts and agreements with Events & Competitions including Match contracts for international competitions
- Advise on procedural matters relating to governance and compliance with legal/reporting requirements

Membership Engagement

- Work with all ELT members to continue to engage the Membership regularly – including but not limited to the Leagues and Clubs, and the Membership via the President's, Executive Directors, and Technical Directors
- Use existing mechanisms – Administration Committee, President's Forum, Pro Soccer Committee, Competitions Committee, etc – to further engagement and build create new opportunities add value to the membership relationships

Drive Cultural Change

- Lead and engage the HR third party to ensure recruitment, contracts, retention, and performance reviews are being managed.
- Work with HR to establish several initiatives to further enhance and provide staff at Canada Soccer with valuable resources such as:
 - HR Health Check
 - Ensure all HR Policies and Practices are modernized
 - Tools and Templates in place to assist
 - Onboarding and off boarding programs
 - Establish Employee engagement, recognition, and training/development programs

Strategic Planning

- Support the development, execution, and monitoring of the strategic plan
- Develop short and long-term program strategies for department in alignment with strategic plan
- Creates and helps to implement the approved annual operations plan
- Prepares reports for the General Secretary, Board of Directors Standing and Operational Committees, and Member based on key performance indicators
- Ensure there are effective reporting tools and accountability measures

Revenue Generation

- Support the General Secretary and Chief Commercial Officer, as applicable, with all sponsorship, Championships and Competitions, Events, Programs, and marketing initiatives with an eye toward driving revenue to the organization.

Other Relevant Information

Health, Safety and Wellness:

- Demonstrate a commitment to continually improving health, safety, and wellness performance.
- Allocate the necessary human and financial resources to achieve strategic goals.

Continuous Improvement:

- Seek out ways to continuously improve and own the experience by taking charge and making great happen.
- Participate enthusiastically and positively in improvement initiatives.



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Statutory / Compliance Responsibilities:

- Safeguard Canada Soccer from legal/reputation risk by complying with all relevant statutory, regulatory, contractual, and legal requirements and standards.
- Comply with all of Canada Soccer requirements and policies including the enforcement of internal controls and delegated authority rules.
- Understand and monitor compliance and advise the General Secretary and if required, Legal Counsel on any risk and ensure agreed mitigation plans are in place and actioned.

Leadership:

- Lead and motivate the team to ensure optimal performance and the achievement of overall business objectives and business plan.
- Create a high-performance focused culture through personal leadership, teamwork, and the development of individual accountability for performance.
- Foster open and positive culture where the input from all Canada Soccer's staff is encouraged, and differences are resolved constructively.
- Ensure appropriate people development processes are in place to facilitate growth and development of employees.
- Maintain a positive and committed team through the implementation of People and Culture policies, performance management, effective communication, and employee recognition.
- Ensure the maintenance of appropriate professional conduct and ethics, knowledge and standards within the team.

Diversity & Inclusion

- Foster a culture that embraces diversity, capability, inclusion and trust for All People and communities.
- Everyone at Canada Soccer can bring with them a diverse set of perspectives, work and life experiences, as well as religious and cultural differences. The power of diversity can only be unleashed, and its benefits reaped when we recognise these differences and respect and value each other irrelevant of our backgrounds.

Other Tasks

They may be required to carry out the following tasks:

- Implement best practices and technologies for the organization
- Build a culture of excellence and professionalism in the delivery of programs and initiatives for key stakeholders
- Actively participate in Board meetings, when requested, and ensure appropriate and timely staff follow-up to implement Board policies.
- Promote the interests of the CSA and soccer
- Carries out additional duties as assigned by the General Secretary

Qualifications

Education, Experience and Skills

- Undergraduate and/or graduate degree from an accredited post-secondary institution and a minimum of 7 years' experience in a management or leadership position or an equivalent combination of related education and experience
- Previous experience managing an organization or department and a thorough knowledge of not-for-profit management principles and governance practices



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- Knowledge of the structure and programs of soccer in Canada
- Knowledge of international, Canadian, and provincial/territorial sport systems, as well as major games and events
- Previous experience in managing a budget of comparable size to Canada Soccer

Personal Characteristics and Competencies

- Leadership
- Honesty and integrity
- Teamwork
- Commitment to Personal Excellence
- Strategic thinking
- Personal Management Skills
- Political Awareness
- Strong Communication Skills (oral and written)

Additional requirements

- High level of computer literacy
- Ability to work flexible hours, including weekends
- Ability to travel nationally and internationally
- Bilingualism (fluency in oral and written French and English is an asset)

Please submit your résumé and expected salary expectations to Cathy Breda at cbreda@canadasoccer.com.

Please note that only those candidates selected for a potential interview will be contacted.