#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Assistant Director, Sport & Student Engagement

**Job Number:** X-395 | VIP: 1653

**Band:** EXEMPT-8

**Department:** Athletics & Recreation

**Supervisor Title:** Director, Athletics & Recreation

**Last Reviewed:**  December 18, 2023

#### **Job Purpose:**

Reporting to the Director, Athletics & Recreation, the Assistant Director, Sport & Student Engagement is responsible for providing leadership and strategic direction in the areas of student-athlete and coach high performance pathway and sport program development (varsity; student engagement (campus recreation); youth development; sport & fitness; and aquatics). The Assistant Director is responsible for developing programs with a strong revenue base and that align with the Canadian Sport for Life Long-Term Development in Sport and Physical Activity Model and support a high-performance stream for the Trent Excalibur varsity program.

In the overall sport programs (student engagement, youth development, sport & fitness, and aquatics), this role leads a dynamic staff and provides leadership in the development, direction and implementation of comprehensive annual and long-range sport-specific performance plans that are sport-centered, student athlete-focused, and outcome driven. The key activities for this position are:

* Ensure alignment of the athletics program with the mission of the University.
* Hire, manage, and evaluate a large staff.
* Oversee and direct the budget for all applicable program areas.
* Oversee varsity programs to ensure academic and athletic excellence for student-athletes.
* Ensure the compliance of all OUA, USports, and CUFLA policies.

The Assistant Director provides sound administrative management instilling best practices, policies, procedures, and processes that support the strategic objectives for the department. The position is accountable to market performance and potential performance as well as budget, forecast, and achieving program goals. The Assistant Director will also oversee the Varsity, Student Engagement, Sport, Aquatics and Youth Development programs, maximizing resources to ensure the delivery of quality programming and efficient delivery practices.

This position manages a team of four (4) full-time OPSEU staff, sixty (60) Excalibur coaches, and over one hundred (100) part-time student staff, program instructors and external service providers.

The position is responsible for providing support and guidance to all staff in the management of incidents and is available by phone outside of regular business hours and may be required to be on-site after hours for urgent issues that may arise.

#### Key Activities:

##### Organizational Leadership & Strategic Development

* Contributes to the development, implementation and evaluation of overall vision, strategy, and operational plans for the Department of Athletics & Recreation that support the university’s strategic and academic plans. Identifies and makes recommendations on opportunities for strategic change.
* Develops unit goals and annual operating plans that align with institutional and department strategic plans, priorities, and missions. Regularly assesses and monitors activities of staff in carrying out plan initiatives and modifies plans to incorporate assessment findings and staff feedback.
* Contributes to the development and review of the department’s organizational design to support future sustainability of the departmental operations.
* Liaises with appropriate internal Departments at Trent to further sport program initiatives.
* Leads the development of collaborative programs with the Trent Kinesiology department to provide experiential learning opportunities to Trent students and to further enhance the resources available for varsity programs.

##### High Performance Varsity Sport Program

* Provides leadership and strategic direction to the High Performance Varsity Sport Coordinator to grow the high performance varsity program. The Excalibur varsity program’s purpose is to provide a unique opportunity for student-athletes to be developed, tested, and encouraged to reach their maximum potential in every aspect of their lives. It is the steadfast goal to provide the most outstanding student-athlete experience by helping them to achieve excellence, both in the classroom and in their chosen sport.
* The Assistant Director is responsible for developing strong partnerships with the OUA / USports and CUFLA. The Assistant Director is responsible for developing strategic community partnerships to further the mission and develop programs and facilities that enhance the educational delivery of physical activity opportunities. Through these partnerships the Assistant Director enhances the profile of the department within the University’s community and externally to the broader community.
* Provides strategic direction to ensure that resources and support are in place to service an increasingly challenging varsity operation: safe sport, mental health and well-being, hazing, drug awareness education; meeting increasingly demanding health and safety and health risks associated with sport including contagious disease, head, and impact injuries; provision of competitive training requirements.
* Ensures that resources are in place to effectively manage the schedules, travel, accommodation, facilities, media and digital reporting, and health and safety of 12 varsity teams, 3 varsity clubs, and 320 student-athletes travelling across the province, country as well as internationally.
* Manages the academic eligibility checks, strength and conditioning programs, medical coverage, and management of behavioural issues with student-athletes involved.
* Represents the university in all leagues (OUA, USports, & CUFLA)

##### Student Engagement

* Provides leadership and strategic direction to the Student Engagement and Aquatics Guest Experience Agent in the delivering diverse sport, health, and wellness programs (both in-person and remote delivery channels) that encourage the participation and contribute to positive student life and develop new student engagement programs around Excalibur varsity games, Orientation week, Reading week and development of special events for students.
* Provides leadership and strategic direction to the Student Engagement and Aquatics Guest Experience Agent to develop cross communication and projects with Trent student service departments, including but not limited to the Office of Student Affairs, Colleges, TCSA, FPHL, CareerSpace, Trent International, and Student Clubs to design, develop and deliver appropriate programs to meet the ever-changing needs of the student body.

##### Sport Development

* Provides leadership and strategic direction to the Aquatics and Sport Guest Experience Agent, Student Engagement and Aquatics Guest Experience Agent and the Youth Development Guest Experience Agent in the development and delivery of quality sport, aquatics, youth development (inclusive of the Trent Excalibur Camp), seniors, family, fitness and training programs, sport rental and community sport partnership opportunities.
* Develops and achieves long-term strategic goals for sport program and program growth in line with the Department’s overall strategic goals and values.
* Develops and achieves annual and long-term targets for new sport program opportunities and sport tourism opportunities.
* Seeks, develops, and maintains relationships with municipal, provincial and national sport organizations to advance sport program opportunities and new program development.
* Aligns program development strategies with the Canadian Sport for Life Long-Term Development in Sport and Physical Activity model.
* Liaises with appropriate sport and recreation municipal and provincial committees and ensures that Trent Athletics is aligned with regional/global goals, standards and priorities.
* Works with the Assistant Director, Customer Engagement and Operations on overall programming for customer engagement for all stakeholder groups and ensures that membership data (survey, participant counts, Member Advisory Committee input) is utilized in the development and growth of sport programs.
* Participates in external networking events to raise awareness of Trent Athletics and its programs and services and develop sport relationships that support revenue growth for the Department.

##### Budget & Revenue Development

* Develops and is responsible for ongoing management of the annual budget for all sport programs, including varsity; sport & fitness; youth development; and aquatics.
* Reviews performance data, including revenue, participation rates, retention, and customer satisfaction and gives direction on program changes and new program development.
* Adjusts operating needs based on expenditure trends.
* Identifies and manages all sport granting opportunities (including submissions, reports and communication on day-to-day matters and on long term funding strategies).

##### Human Resources

* Responsible for hiring new staff, managing performance, setting goals, assigning work of four full-time OPSEU staff, varsity coaches and approximately 100 part-time student employees and external service providers.
* Leads recruitment process, including development of job descriptions and interview questions.
* Conducts evaluations for all direct reports and provides support to Director for interviews as required.
* Meets regularly with direct reports to set objectives for work-plan; provides regular coaching to support staff in achieving their goals; acts as a resource to problem-solve on a variety of issues.
* Coordinates and maintains HR records for all Athletics staff; in collaboration with the Assistant Director, Customer Engagement and Operations, monitors and approves vacation and lieu time requests for direct reports to ensure adequate staffing levels.
* Oversees coordination of payroll for all direct and indirect report staff, including stipends for varsity coaches.
* Oversees the development and implementation of comprehensive and ongoing staff training for student staff.
* Ensures that job descriptions and contracts are in place for part-time casual employees (personal trainers, fitness instructors) and that conditions of Employment Standards are upheld.
* Works collaboratively with the Assistant Director, Customer Engagement and Operations to schedule Guest Experience Agents to ensure adequate staffing levels for evenings and weekends.
* As needed, acts on behalf of the Director, Athletics & Recreation and provides support and leadership to all staff in Athletics & Recreation.
* Acts in the absence of the Assistant Director, Operations & Business Development.

##### Other

* Represents the Athletic Department on a variety of institutional and provincial committees and working groups (i.e., Collaborative Programming Committee and Athletics Advisory Committee)
* Represent university on a variety of OUA and USports committees and working groups (i.e., OUA Women in Sport, sport specific technical sub-committees)
* Represents the Athletics & Recreation Department on a variety of institutional and provincial committees and working groups.
* Is available and provides support and guidance to all staff in the management of incidents and is available by phone and e-mail after hours and on weekends to support emergent issues, including facilities emergencies. This includes statutory holidays and the university’s administrative break when the Athletics Centre remains open.
* Due to the nature of the Athletics & Recreation operations, some evening and weekend work is required.

#### Education Required:

* Honour’s Bachelor’s Degree (4 year) in Sport/Recreation Management, Business Administration, or related discipline.
* Master’s Degree preferred.

#### Experience/Qualifications Required:

* A minimum of seven (7) to ten (10) years of experience in a senior sport program development role with senior management experience (experience in a multi-sport organization or university Athletic Department is preferred).
* Depth of experience managing a dynamic large staffing team.
* Ability to plan and manage at both the strategic and operational levels in a fast-paced multi-faceted environment.
* Strong financial management skills.
* Ability to manage multiple projects, with attention to details and deadlines.
* Reliable judgement and decision-making skills.
* Strong verbal and written communication skills including group presentations.
* Excellent interpersonal skills with a capacity to consult with, develop and maintain a variety of stakeholder partnerships.
* Strong diplomacy skills.
* A self-directed and enthusiastic team player with the ability to lead and motivate a team.
* Evening and weekend work may be required to support program and facility operations, as well as travel-related functions.
* Knowledge of the Canadian sport system and Canadian Sport for Life model is an asset.

#### Supervision:

##### Direct Responsibility

* A-287 High Performance Varsity Sport Coordinator (1 OPSEU full-time – days/evenings/weekends)
* A-345 Sport & Aquatics Centre Guest Experience Agent (1 OPSEU full-time – days/evenings/weekends)
* A-288 Youth Development Guest Experience Agent (1 OPSEU full-time – days/evenings/weekends)
* A-411 Student Engagement & Aquatics Guest Experience Agent (1 OPSEU full-time – days/evenings/weekends)
* Excalibur Varsity Coaches (sixty (60) contract positions) & Varsity Club Coaches (eight (8) volunteer positions)
* Varsity Recruiter
* Kinesiology/Biomedical Sciences/Nursing Placement Students

##### Indirect Responsibility

* Part-time Student Staff & Program Instructors (100 individuals)
* Contracted Varsity Strength & Conditioning Coaches
* Contracted Sports Medicine Providers
* Departmental Placement Students

##### Job Evaluation Factors:

##### Analytical Reasoning

Complex analytical reasoning is applied to: strategic planning and management, including key performance indicators (KPIs); budget and human resource allocations and management; contractual negotiation and management; risk and issues management; and general administration.

Examples:

* Contributing to Athletics & Recreation Department strategic plan.
* Developing and analyzing departmental budgets; budget forecasting and reduction scenarios.
* Strategic planning skills and the ability to conceptualize and propose new programs and initiatives.
* Sport program assessment and evaluation. Recommendations on action.
* Event planning, selection of award recipients, etc.
* Recruitment, orientation, management and evaluation of personnel.
* Policy development.

##### Decision Making

This position has significant decision-making authority for all accountabilities related to management of all Athletics & Recreation varsity, campus recreation, sport and fitness, aquatics, and youth development programs. These types of decisions include staffing decisions; business process decisions related to resource generation and allocation; workload/priority management; and budget management. This position makes recommendations to the Director, Athletics & Recreation, about opportunities that impact the department overall.

##### Impact

Actions or decisions taken by the Assistant Director impact upon the accomplishment of portfolio objectives as well as the department as a whole:

* Ability to maintain continuity and safety of sport programs to mitigate risk; maintain student and customer satisfaction; and maintain revenue.
* Ability to provide high level varsity programs with a demonstrated record of success will attract prospective students to attend Trent University.
* Ability to effectively engage program participants and build loyalty and retention will greatly improve revenue streams to meet budget targets as an ancillary department.
* Ability to oversee risk management effectively to mitigate risk to the department and institution as a whole, i.e. sport and athletic activities are high risk.
* Ability to remain members in good standing with external regulatory bodies (ie. OUA/USports/CUFLA).

##### Communication

This position requires the ability to communicate in an effective and professional manner to be able to deliver:

* Written reports for Director; VP, Finance; PVP; Board of Directors
* Written communication for website and press releases; grant and funding applications; disciplinary reports and appeals.
* Written and verbal communication with external sporting regulatory bodies and organizations.
* Written and verbal communication with student-athletes and coaches to ensure pertinent information is being clearly communicated.
* Verbal – speaking at special events including special recognition events; Athletic Awards Banquet.
* Ability to demonstrate tact and discretion when dealing with sensitive and confidential situations.
* Ability to represent the department and institution in a professional manner; ability to adapt communication style to suit different audiences.
* Effective communication with staff to provide direction in a clear, concise manner – staff meetings, staff training.
* Development of policies and procedures.

##### Motor/ Sensory Skills

* Keyboarding - Working at workstation throughout day, large volume of e-mails.
* Verbal - Need the ability to articulate messages clearly.
* Visual - Attention to fine detail as part of financial management and program planning/delivery.
* Active listening - Required to have a high level of listening, comprehension, and two-way communication skills.
* During events there is the potential for extensive standing, lifting, carrying and/or handling objects as some physical lifting of supplies and set up will be required.

##### Effort

Mental:

* Concentration - Complexity of analytical work requires long periods of concentrated mental effort.
* Multi-tasking - Requirement to meet multiple critical deadlines in a fast paced, changing environment in a role that has multiple areas reporting to it with priorities that are quite different.
* Listening to and assessing staff concerns and questions.
* Developing and implementing Policy and Procedures
* Frequent disruptions during the working day as issues may arise daily that require changing priorities.

Physical:

* Mobility required to move throughout the Athletics Centre and outdoor spaces.
* Ability to attend various programs and activities to help evaluate their effectiveness.
* Ability to attend various varsity, community, and campus competitions and events.
* Travel for various meetings across the province and country for sport conference meetings.
* Desk work - can lead to soreness and stiff muscles, extensive keyboarding can lead to carpel tunnel issues.
* During events there is a potential for extensive standing, lifting, carrying and/or handling objects as some physical lifting of supplies and set up is required.

##### Working Conditions

Psychological:

* On-call 24/7, 360 days per year in case of off-hours emergencies.
* Dealing with urgent injuries, travel-related emergencies, and disciplinary matters in sport.
* Managing conflict with student-athletes, coaches, and staff.
* Mentoring student-athletes with regards to personal and academic situations. Providing support through difficult situations (ie. Injuries).
* Can be stressful, dealing with customer complaints such as community members. Tenants or rental groups (angry and frustrated stakeholders).