



**CRICKET
IRELAND**



**Team Operations Manager
Men's Senior Team
Candidate Brief**

BACKGROUND

Cricket Ireland is the governing body for the game at both performance and participation levels throughout All-Ireland, representing the interests of both the men's and women's game. The future of Irish Cricket is incredibly bright following the qualification and performance of the men's senior team in the past seven ICC World Cup events, and winning the Associate member tournaments in all three formats in 2013.

This success has resulted in the rapid growth of the organisation and significant increase in turnover, particularly commercially, through partnerships with blue-chip multi-nationals, support from the two Sports Councils and ICC. At the same time, our growth in playing strength has attracted some of the top teams in the world to play Ireland, with teams such as England, Australia, Pakistan, Sri Lanka and Bangladesh all playing on these shores in the last three years.

In line with its strategic objectives, Ireland now has an incredible opportunity to gain Test status by 2018 by winning the ICC Intercontinental Cup 2015-17 and then defeating the 10th ranked Test nation in a 4-match series. Ireland is currently 12th in the ODI rankings and 9th in the T20I rankings, and the target is to reach 8th in both formats by 2018.

Following the pending **retirement of the incumbent Team Operations Manager**, Cricket Ireland is seeking a part-time Team Operations Manager for the senior men's team initially on a one-year fixed term contract, to commence the role on or around early April 2015. The role will spend significant time travelling all-Ireland and overseas.

ROLE DESCRIPTION

The position reports directly to the Performance Director (PD) with a dotted line to the National Men's Head Coach (NMHC), **and works closely with International Teams Administration Manager (ITAM)**. The person will work in a variety of venues throughout Northern Ireland and the Republic of Ireland as and where senior men's matches are played, and will travel with the team to other matches anywhere throughout the world.

I. PURPOSE OF THE JOB:

The **Ireland Team Operations Manager** is a permanent member of the Ireland Senior Men's Management Team, and is accountable directly to the Performance Director in the performance of their primary purpose. On all matters relating to conditions of employment the Ireland Team Operations Manager will deal directly with the PD, however when on tour the Team Operations Manager will report to the National Men's Head Coach. A close working relationship is essential, as is the trust and respect that they must develop with the coach, captain and players. In this context they are an integral part of the Ireland dressing room.

The Team Operations Manager will oversee the day to day running, operations and team support of the Irish men's cricket team during their entire home and away match preparation and match programme. You will be responsible for fulfilling a range of administrative tasks relating to the activities of the Ireland team that will be set by the CI International Teams Administration Manager (ITAM) and/or PD.



You will work closely with the NMHC, PD, team support staff, players and the ITAM to ensure the development, implementation and management of tour operations are seamless and promote the achievement of team goals.

You will be required to support the needs of individual players and team support staff as much as you do the needs of the team as a whole. In fulfilling this task, you should work within any longer term planning guidelines provided by the NMHC, PD or ITAM, and ensure that your plans and intentions have the support of the NMHC and captain where appropriate.

2. MAIN AREAS OF RESPONSIBILITY

- ④ Manage the logistical operations of the team during all tours and trips within Ireland and overseas.
- ④ Provide leadership and support to players and staff ensuring their needs are met.
- ④ Foster and maintain a culture of high performance, excellence and professionalism, instilling and maintaining high standards of behaviour and discipline throughout the Ireland team.
- ④ Deal with internal and external stakeholders and build solid and long lasting relationships.
- ④ Oversee all administrative duties during match programmes.
- ④ Brief all players and management on sponsors, charity, embassy and school visits while on tour overseas.
- ④ Use all best endeavours to promote Cricket Ireland and its interests.

Planning and support (during match programmes):

- ④ Act as the principal point of contact between the team, the NMHC, ITAM and the PD on all team support matters.
- ④ Act as the principal point of contact within the team on any sponsorship issues that may arise. Close liaison with sponsors' representatives and the Head of Commercial will be essential. Any issues which cannot be satisfactorily resolved at team level must be brought to the immediate attention of the NMHC or PD.
- ④ Pre-match/series and tour planning in conjunction with other team management personnel, the ITAM and PD in the run up to home and away international series.
- ④ Day to day management of players' and support staff travel and accommodation arrangements in Ireland and abroad.
- ④ Liaison with ground authorities, match manager, event manager and cricket operations manager on arrival at all match venues to ensure all team support needs are addressed.
- ④ Establish a good relationship with the team liaison officer and team security officer (if appointed), and assess their strengths and weaknesses as a key part of a successful tour.
- ④ Maintain a team schedule for WADA or ICC Anti-Doping protocols and help coordinate Anti-Doping tests for the appropriate approved testing agency.
- ④ Liaise with local customs officers to get clearance for team supplies as and when appropriate (*N.B. where possible any supplies sent to the team should be sent as luggage with a CI official or a family member, who is travelling to meet the team*).
- ④ Act as Cricket Ireland's spokesman as necessary where the CI media representative is not designated to do so.

Assist the National Men's Head Coach in the fulfilment of support aspects of their role including:

- ④ Ensure high standards of team administration.
- ④ Instil and maintain the highest standards of behaviour and discipline throughout the Ireland Team and ensure compliance to the CI code of ethics and good practice.
- ④ Representing the NMHC and team at official functions as and when required.
- ④ Help co-ordinate the activities of the Ireland squad management team.



Financial:

- ④ Maintain a cash float to cover all incidental expenses.
- ④ Maintain match selection forms to record those selected for all matches and forward to the ITAM by the 14th of each month for match fee payments.
- ④ When applicable at ICC global events, distribute per diems to each player and support staff.
- ④ Provide cash to pay daily allowances for any additional support staff not already paid directly by CI.
- ④ Manage tour finances and team accounts – submit a monthly company credit card expense form with a statement of accounts and if appropriate a personal expense form for any personal cash payments, with all receipts numbered and details listed of the expenses, to the PD by 5th of the following month.
- ④ Settle hotel bills for any additional team support staff on tour – phone, internet and laundry, and recharge where appropriate as per the CI Expense Policy.
- ④ Receive and distribute tickets for each match to players and support staff as approved by the PD.

Communication, IT and phones:

- ④ Fulfil the key communications role from the tour location to CI through a brief daily email report to the NMHC, ITAM and PD.
- ④ Write a formal communication/letter to any VIP, host or stakeholder who may have supported or entertained the team or management during a tour or trip.
- ④ Complete a tour/tournament management report copied to the NMHC, ITAM and PD within 10 days of returning home.
- ④ Liaise with CI's IT consultants to help/offer support to management on access to the CI server while abroad.
- ④ Liaise with CI Financial Controller or local personnel in country, to organise and distribute local SIM cards and USB modems for use on tour by support staff where necessary.

Clothing, Equipment and 12th man:

- ④ Carry a full bag of 12th man kit (in a variety of sizes) with you during all home series.
- ④ Carry to all home and away matches: replacement helmets; white towels for drying the ball; CI ties; gifts for VIP's; fielders bibs; CI flag; water bottle carrier; duct tape to repair luggage; spare Ireland caps; black arm bands; team sheet book; internet modems; mobile phones for local use; laptop; and mobile printer.
- ④ Liaise with the ITAM on distribution of clothing, and feedback immediately on any sizing issues and lost or damaged items which need to be replaced.
- ④ Ensure towels are delivered to the dressing room of the home and away team during all home fixtures, and ensure they are returned to the team hotel as appropriate.

Team Photos and memorabilia:

- ④ Coordinate team photos for each series/tour. The ITAM shall then order mounted team photos for all players and support staff, and the Team Operations Manager shall coordinate the signing of thereafter.
- ④ Coordinate the signing of team shirts and autograph bats as and when required.

Luggage:

- ④ Ensure luggage to go in the aeroplane hold is numbered with CI number tags, and a record of each item's owner is made.
- ④ Ensure all bags are counted and recorded in and out of airport check-in and baggage collection points on arrival and departure.
- ④ Help coordinate the removal of kit bags from the dressing room at the end of games and help to ensure that there is enough transport available to take all the team kit around the country and over to the UK if appropriate.



3. SKILLS AND EXPERIENCE

The successful candidate should have the following skills, education and experience:

- ⊗ Experience in leading a team in a high performance environment.
- ⊗ Background in cricket or elite sport, but more importantly an understanding of and passion for the game of cricket.
- ⊗ Highly organised with the ability to multi-task to achieve tight deadlines.
- ⊗ Quick thinking and able to excel in a fluid and ever-changing environment.
- ⊗ Strong IT skills and well experienced in database applications, Excel, Word and Outlook.
- ⊗ Excellent written and verbal communication skills.
- ⊗ High level of integrity and able to deal with confidential information.
- ⊗ Experience in working under pressure and in crisis management.
- ⊗ Broad experiences in international travel and preferably have experience working and living within other cultures.
- ⊗ This is a pivotal role to the success of the Ireland Cricket Team and as such you will need to be available at all times, during Ireland's home and away match programme.

WORKING RELATIONSHIPS

- ⊗ Chief Executive / Chairman / President
- ⊗ National Men's Head Coach
- ⊗ Performance Director
- ⊗ International Teams Administration Manager
- ⊗ Assistant Coach/Performance Analyst
- ⊗ Strength and Conditioning Coach
- ⊗ Physiotherapist (consultant)
- ⊗ Specialist coaches
- ⊗ Head of Commercial
- ⊗ Event Manager
- ⊗ Cricket Operations Manager
- ⊗ Marketing and Digital Media Manager
- ⊗ Media Manager
- ⊗ ICC Event personnel

REMUNERATION

- ⊗ €17,500 (€35,000 *pro rata*)
- ⊗ A minimum of 120 days annually is estimated, however all Ireland senior team home and away matches and events will be required to be covered by the Team Operations Manager.
- ⊗ Daily allowances during match programmes and tours of minimum \$50 per day or equivalent local currency.
- ⊗ The package will include a laptop and smartphone.

PROCESS

- ⊗ The closing date for applications will be **14th January 2015, 9am.**
- ⊗ Interviews will be held between **21st and 23rd January 2015.**
- ⊗ Letters of application and full CV should be sent by email to richard.holdsworth@cricketireland.ie
For a confidential discussion about the role, please contact Richard Holdsworth by email (as above) to arrange a telephone conversation.



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Republic of IRELAND

