



**CRICKET
IRELAND**



**TEAM OPERATIONS MANAGER -
IRELAND WOMEN'S 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 with the organization obtaining ICC full membership in June 2017. The Ireland Women's team qualified for the recent ICC Women's T20 World Cup in the West Indies in November 2018, and have a global qualifier for the next World Cup in August 2019. The team remain ranked 10th in ODI and T20 International Women's cricket, and the team's ambition is to become part of the ICC Women's Championship by 2021.

This year sees a Women's T20 World Cup Qualifier and a chance for the team to head to the ICC Women's T20 World Cup in Australia in February 2020. More imminent, the team has an important schedule of international cricket over the next few months as follows:

- May 24 - 30 3 x T20I v West Indies (Dublin)
- July 1 - 14 3 x ODIs and 3 x T20I v Zimbabwe (Dublin, Belfast and Derry)
- Aug 7 - 14 Women's T20 International Tri-Series (TBC)
- Aug 27 – Sept 7 Women's T20 World Cup Qualifier (Scotland)

The successful candidate will ideally need to be available for all these dates.

Cricket Ireland is seeking to recruit a self-motivated and enthusiastic part-time **Women's Team Operations Manager** for the senior women's team initially for a one-year period, to commence the role ideally by 13th May 2019. The position reports directly to the International Teams Administration Manager (ITAM) and will work closely with the National Women's Head Coach and Performance Pathway Manager (NWHC). The person will work in a variety of venues throughout the Republic of Ireland and Northern Ireland and where senior women's matches are played overseas. The nature of the role demands time travelling overseas and will involve approximately 45 days until the end of the 2019 calendar year. This could rise to up to 70 days in 2020.

PURPOSE OF THE ROLE

The **Women's Team Operations Manager** is a member of the Ireland Senior Women's Management Team and is accountable directly to the International Teams Administration Manager in the performance of their duties. On all matters relating to conditions of employment the **Women's Team Operations Manager** will deal directly with the International Teams Administration Manager. A close working relationship is essential, as is the trust and respect that they must develop with the head coach, captain, players and support staff. In this context they are an integral part of the Ireland dressing room.

The **Women's Team Operations Manager** will oversee the day to day running, operations and team support of the Irish women's cricket team during their entire home and away match programme. They 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 Performance Director (PD). This is a pivotal role to the success of the Ireland Women's Cricket Team and as such you will need to be available at all times, during Ireland's home and away international match programme.

They will work closely with the NWHC, 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. They will be required to support the needs of individual players and team support staff as much as the needs of the team as a whole. In fulfilling this task, they should work within any longer term planning



guidelines provided by the NWHC, PD or ITAM, and ensure that their plans and intentions have the support of the NWHC and captain where appropriate.

KEY RESPONSIBILITIES

The person will work in a variety of venues throughout Northern Ireland and the Republic of Ireland as and where senior international women's matches are played, and will travel with the team to other matches anywhere throughout the world. You will be responsible for fulfilling a range of administrative tasks relating to the activities of the Ireland Women's Team including, but not limited to, the following:

TEAM OPERATIONS

- 🌍 Provide support to the International Teams Administration Manager, ensuring the smooth running of the operational side of the team across the areas of:
 - Travel
 - Accommodation
 - Transport
 - Kit & Equipment
 - Training sessions
 - Match arrangements
 - Function arrangements
 - Memorandums of Understanding / Members Participation Agreements
 - Budget Management and Finance
 - Any other logistical requirements
- 🌍 Having been trained, be able to use the Athlete Management System, and keep up to date all coaching and training sessions during match programmes.
- 🌍 Adhere to all procedures and processes as implemented by the International Teams Administration Manager.
- 🌍 Any other duties or projects as assigned by the International Teams Administration Manager

TOUR OPERATIONS

- 🌍 Manage the logistical operations and administrative duties of the team during all tours and trips within Ireland and overseas:

PLANNING AND SUPPORT (pre- and during match programmes):

- 🌍 Act as the principal point of contact between the team, the NWHC, ITAM and the PD on all team support matters.
- 🌍 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 including office admin days, attendance at operational planning meetings as well as handover and review meetings as and when required.
- 🌍 Day to day management of players' and support staff travel and accommodation arrangements during match programmes.
- 🌍 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.
- 🌍 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.
- 🌍 Maintain a team schedule for WADA or ICC Anti-Doping protocols and help coordinate Anti-Doping tests for the appropriate approved testing agency.



MANAGEMENT SUPPORT TO THE NATIONAL WOMEN'S HEAD COACH

- Ensure high standards of team administration.
- 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.
- Representing the NWHC and team at official functions as and when required.
- Help co-ordinate the activities of the Ireland squad management team.
- Have up to date knowledge and understanding of the ICC rules and regulations, governing International cricket as well as keeping abreast of rule and regulation changes.

PROTECTION OF CRICKET IRELAND'S INTERESTS

- Protect the interests of Cricket Ireland at all times.
- Provide broader perspective to decision-making ensuring that Cricket Ireland's interests are given due consideration alongside the interest of the Women's National Team. This may include sponsor and other stakeholder relations which are of the utmost importance to Cricket Ireland's strategic goals.
- Provide support to the National Women's Head Coach in terms of crisis management, particularly when abroad.
- Manage and provide guidance regarding media relations in conjunction with the Women's National Head Coach and Media and Communications Manager.
- Act as liaison between Cricket Ireland's commercial department and the Women's National Team in relation to the delivery and implementation of the Cricket Ireland's commercial and sponsorship programmes. Any issues that cannot be satisfactorily resolved at team level must be brought to the immediate attention of the NWHC and ITAM.
- Ensure the players and management adhere to the Cricket Ireland's commercial and sponsorship agreements at all times.
- Ensure the players and management portray a competent and professional image of the game always and play within the spirit of the game.
- Ensure high standards of behaviours are adhered to while in Ireland camp.
- Foster and maintain a culture of high performance, excellence and professionalism, instilling and maintaining high standards of behaviour and discipline throughout the Ireland team.

FINANCIAL

- Maintain a cash float to cover all incidental expenses.
- Maintain match selection forms to record those selected for all matches and forward to the ITAM.
- When applicable at ICC global events, distribute per diems to each player and support staff.
- Provide cash to pay daily allowances for any additional support staff not already paid directly by CI.
- 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 International Teams Administration Manager by 5th of the following month for review and approval.
- 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.
- Receive and distribute tickets for each match to players and support staff as approved by the ITAM.
- Any other duties as assigned by the International Teams Administration Manager



COMMUNICATION, IT AND PHONES

- Support the delivery of Cricket Ireland's Communications Plan for each match series, tour or tournament.
- Fulfil a key communications role from the tour location in line with the brief provided by Cricket Ireland's Media & Communications Manager.
- Provide daily updates of note to the Media & Communications Manager, the International Teams Administration Manager and the Performance Director in relation to team matters.
- Act where necessary as the media representative, coordinating media interviews and activity liaising with players and coaching staff as required.
- 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.

AMBASSADORIAL SUPPORT

- Provide support and guidance to the Coach in dealing with official functions and public appearances particularly when abroad.
- Brief all players and management on sponsors, charity, embassy and school visits while on tour overseas.
- 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.

CLOTHING, EQUIPMENT AND 12TH WOMAN

- Carry a full bag of 12th woman kit (in a variety of sizes) with you during all home series.
- 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.
- 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.
- 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

- 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.
- Coordinate the signing of team shirts and autograph bats as and when required.

LUGGAGE

- Ensure luggage to go in the aeroplane hold is numbered with CI number tags, and a record of each item's owner is made.
- Ensure all bags are counted and recorded in and out of airport check-in and baggage collection points on arrival and departure.
- 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.

POST-EVENT

- Complete a tour/tournament management report copied to the NWHC, ITAM and PD within 14 days of returning home.



WORKING RELATIONSHIPS

- Chief Executive / Chairman / President
- National Women's Head Coach & Performance Pathway Manager
- Performance Director
- International Teams Administration Manager
- Support Staff: Assistant Coach; Performance Analyst; Strength and Conditioning Coach; Physiotherapist
- Commercial Director; Marketing Manager; Event Manager
- Media & Communications Manager
- Cricket Operations Manager
- ICC Event personnel

SKILLS AND EXPERIENCE REQUIRED

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
- 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.
- Excellent written and verbal communication skills, and able to communicate effectively with players and coaches.

DESIRABLE ATTRIBUTES

- Selfless – puts the team first
- Passion (enthusiastic and energetic)
- Positive under pressure (calm, confident, optimistic, and stable)
- Attention to detail (diligent and precise approach to improving performance)
- Outstanding communicator
- Must be able to travel and balance work/life priorities

The selection panel reserves the right to consider Desirable Criteria during the short-listing process should candidates remain on an equal footing using simply Skills and Experience criteria

REMUNERATION

- The position is initially a 45-day part-time or consultancy position, with a competitive daily rate, but may lead to a 70+ day role from 2020.
- All flights, travel expenses and daily allowances will be paid.

PROCESS

- The closing date for applications will be **9.00am on 17th April 2019**.
- A full CV and detailed covering letter should be sent by email to recruitment@cricketireland.ie with the subject title '**Women's Team Operations Manager**' and will be confidential.
- Interviews will be held in Dublin on **26th April 2019**.



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