



Senior Director, Provincial Operations

POSITION OVERVIEW

The Senior Director, Provincial Operations is accountable for the design, implementation, leadership, and continuous improvement of Hockey Manitoba's provincial operating model. Reporting directly to the Chief Executive Officer, this executive leadership role serves as the organization's senior operational leader, operational second-in-command, and strategic partner to the CEO. The Senior Director is responsible for translating Board-approved strategic direction into effective operational execution while leading organizational modernization initiatives designed to strengthen service delivery, workforce capacity, operational accountability, stakeholder experience, and long-term sustainability.

This role provides executive leadership across provincial operations, regional service delivery, workforce planning, risk management, organizational development, and operational strategy. The Senior Director ensures alignment between governance direction, organizational priorities, and operational execution throughout all regions of Manitoba.

The successful candidate will play a central role in Hockey Manitoba's continued evolution toward a more modern, accountable, scalable, and professionally managed provincial sport organization. This role requires an experienced executive leader who can build trust, establish accountability, lead change, navigate complexity, and deliver results within a governance-driven and volunteer-supported environment.

KEY RESPONSIBILITIES

1. Executive Leadership & Organizational Growth

- Serve as a key member of Hockey Manitoba's senior leadership team.
- Partner with the Chief Executive Officer in advancing organizational priorities, strategic initiatives, workforce development, operational modernization, risk management, and growth opportunities.
- Support the continued evolution of Hockey Manitoba's organizational structure, service delivery model, and leadership capacity.
- Contribute to organizational planning related to governance, commercial partnerships, stakeholder engagement, workforce strategy, and future organizational growth.
- Identify opportunities to improve organizational effectiveness, efficiency, scalability, and member service outcomes.
- Lead organizational initiatives designed to strengthen accountability, service excellence, and operational consistency across the province.
- Support annual budgeting, forecasting, resource allocation, and financial stewardship across operational areas of responsibility.
- Ensure operational decisions align with approved budgets and organizational financial objectives.

2. Provincial Operations & Service Delivery

- Accountable for the consistent application of policies, procedures, and service standards across all regions.
- Translate strategic direction and governance decisions into clear operational frameworks, expectations, and measurable outcomes.
- Identify, prioritize, and resolve systemic operational issues, ensuring consistency, accountability, and reliability of service delivery.
- Ensure organizational resources are aligned to support provincial priorities and operational objectives.
- Monitor operational performance and recommend improvements that enhance member and stakeholder experience.

3. Regional Leadership

- Directly supervise operational leadership positions, including the Operations Manager, Regional Coordinators, and future operational leadership roles as assigned.
- Establish clear expectations, accountability measures, performance standards, and service delivery benchmarks.
- Exercise decision-making authority on provincial operational matters within Board-approved policy and CEO direction.
- Function as the primary escalation point for regional issues, ensuring appropriate resolution without unnecessary escalation.
- Foster collaboration and consistency across regions while recognizing local realities and community needs.

4. Governance & Stakeholder Navigation

- Operate effectively within a governance-driven environment, maintaining clear boundaries between Board, committee, volunteer, and staff responsibilities.
- Support the effective functioning of governance structures by ensuring operational clarity, consistency, accountability, and follow-through.
- Manage complex stakeholder relationships, including volunteers, regional leaders, leagues, associations, committees, and external partners.
- Balance collaboration, consultation, and engagement with clear decision-making authority and accountability.
- Build productive relationships that support organizational objectives and strengthen Hockey Manitoba's provincial leadership role.

5. Risk Management & Process Discipline

- Lead the implementation and adherence to standardized operational processes, reducing reliance on informal, inconsistent, or reactive practices.
- Support and integrate independent third-party processes related to discipline, maltreatment, appeals, investigations, and dispute resolution.
- Identify and mitigate organizational risks through disciplined execution, documentation, compliance, and operational oversight.
- Support organizational risk management initiatives and continuous improvement efforts.
- Promote a culture of accountability, transparency, professionalism, and procedural consistency.

6. Change Leadership & Organizational Transition

- Lead the implementation of Hockey Manitoba's transition toward a modern, staff-led operational model.
- Establish structure, processes, accountability frameworks, and performance expectations in areas where systems or responsibilities are not yet fully defined.
- Guide staff, volunteers, and stakeholders through change with clarity, consistency, professionalism, and measured decision-making.
- Balance the need for standardization with respect for regional differences and community-based delivery models.
- Lead continuous improvement initiatives across operational systems, processes, technology, and service delivery.
- Challenge legacy practices where appropriate and recommend solutions that improve organizational performance and stakeholder outcomes.
- Support organizational succession planning and leadership development initiatives.
- Help build a culture that embraces innovation, accountability, collaboration, and continuous improvement.

7. Workforce Leadership & Organizational Development

- Support workforce planning initiatives designed to strengthen organizational capacity and future leadership readiness.
- Assist in recruitment, onboarding, performance management, leadership development, and succession planning initiatives.
- Mentor and develop emerging leaders throughout Hockey Manitoba.

- Foster a culture of accountability, professionalism, collaboration, service excellence, and continuous learning.
- Support organizational development initiatives that strengthen overall workforce effectiveness and long-term sustainability.

LEADERSHIP EXPECTATIONS & OPERATING APPROACH

This role operates at a senior executive leadership level within Hockey Manitoba and is expected to function with a high degree of autonomy, judgment, accountability, and organizational leadership presence.

Executive Partnership

- Operate as a trusted executive advisor and strategic partner to the Chief Executive Officer.
- Assist in identifying organizational risks, opportunities, priorities, and strategic considerations.
- Contribute to executive-level decision-making across the organization.
- Provide recommendations and leadership on complex operational and organizational matters.
- Help create organizational capacity by reducing unnecessary operational dependency on the CEO.

Decision Ownership & Accountability

- The Senior Director is expected to make timely, informed decisions within their scope of authority and take full ownership of outcomes.
- This role is accountable for resolving operational issues at the appropriate level and is not designed for escalation of routine matters to the CEO.
- Demonstrate sound judgment in balancing operational realities, stakeholder interests, organizational priorities, and risk considerations.

Leadership Presence & Visibility

- This role requires a visible and credible leadership presence across the province.
- The Senior Director is expected to engage directly with regional stakeholders, associations, leagues, volunteers, and partners.
- Represent the organization in complex situations and build trust through consistent, professional, and solution-oriented interaction.

Operating in Ambiguity

- The Senior Director will operate in an environment where systems, processes, and structures continue to evolve.
- The ability to create clarity, establish structure, prioritize effectively, and move forward without complete information is essential.
- Demonstrate resilience and adaptability in managing competing priorities and changing circumstances.

Governance Alignment & Boundary Setting

- Maintain clear boundaries between governance and operations while ensuring staff-led decision-making is respected and upheld.
- Work collaboratively with Board members, volunteers, committees, and councils while maintaining organizational accountability.

Performance Orientation

Success in this role will be measured by:

- i. Improved consistency of service delivery across Manitoba.
- ii. Reduced operational escalation.
- iii. Increased accountability and operational clarity.
- iv. Enhanced stakeholder satisfaction.
- v. Stronger leadership capacity throughout the organization.
- vi. Improved organizational effectiveness and operational execution.

Operational Leadership & Brand Representation

- Recognize that operational consistency, professionalism, and service delivery directly shape how Hockey Manitoba is experienced across the province.
- Ensure that all interactions with members, volunteers, partners, and stakeholders reflect a high standard of professionalism.
- Support the continued strengthening of Hockey Manitoba's reputation, credibility, and provincial leadership position.

Organizational Leadership & Integration

- Provide leadership and coordination across all operational functions to ensure alignment with organizational priorities and strategic objectives.
- Support collaboration between operations, membership services, hockey development, communications, risk management, governance, and stakeholder engagement functions.
- Drive organizational consistency while respecting regional realities and local community needs.
- Reinforce a culture of professionalism, accountability, innovation, responsiveness, and service excellence.
- Support organizational planning and cross-functional execution across Hockey Manitoba.

QUALIFICATIONS & EXPERIENCE

- Minimum 12 years of progressive leadership experience in operations, service delivery, organizational leadership, executive management, or related fields.
- Demonstrated success leading managers, supervisors, department leaders, or distributed teams.
- Proven experience managing complex operational environments involving multiple stakeholder groups.
- Experience leading organizational change, modernization initiatives, workforce transformation, or operational improvement projects.
- Strong business acumen, strategic thinking, and organizational leadership capability.
- Demonstrated ability to build high-performing teams and develop future leaders.
- Exceptional judgment, decision-making, conflict resolution, communication, and stakeholder management skills.
- Experience working with Boards, volunteers, governance structures, community-based organizations, public-sector entities, or membership-based organizations is strongly preferred.
- Experience in sport is considered an asset but is not required.
- Candidates from nonprofit, public sector, healthcare, education, municipal, crown corporation, membership-based, and private-sector environments are encouraged to apply.

ROLE EXPECTATIONS & OPERATING CONDITIONS

Provincial Travel

- Regular and ongoing travel throughout Manitoba is a core requirement of the role.
- Work directly with Regional Coordinators, Minor Hockey Associations, leagues, volunteers, and regional leadership bodies to ensure alignment, consistency, and effective service delivery.

Work Hours & Availability

- This role is primarily onsite, in office as well it is to be noted that evening and weekend work will be required to support community-based sport, stakeholder engagement, governance activities, and operational demands including the management of staff residing in other parts of the province of Manitoba.
- The nature of the role requires flexibility in working hours.

Work Environment

- This role requires a consistent in-office leadership presence when not engaged in provincial travel.
- A visible and accessible leadership presence is expected across the organization.

Acting Organizational Leadership

- In the absence of the Chief Executive Officer, the Senior Director will serve as Hockey Manitoba's senior staff leader within delegated authority.
- This responsibility includes maintaining operational continuity, organizational stability, stakeholder confidence, leadership presence, and effective decision-making.
- The Senior Director must be capable of representing Hockey Manitoba with credibility and professionalism across internal and external stakeholder groups.

WHY THIS ROLE EXISTS

Hockey Manitoba is undertaking significant organizational modernization designed to strengthen governance, improve service delivery, enhance operational consistency, build workforce capacity, and support long-term sustainability. As one of Manitoba's largest amateur sport organizations, Hockey Manitoba supports thousands of participants, volunteers, officials, coaches, leagues, associations, and community stakeholders across urban, rural, northern, and Indigenous communities throughout the province.

The Senior Director, Provincial Operations has been created to provide executive operational leadership and ensure that organizational priorities are consistently translated into action.

This role exists to strengthen accountability, improve service delivery, reduce operational risk, enhance leadership capacity, and create greater consistency across Hockey Manitoba's provincial operating model.

The successful candidate will help shape the future of Hockey Manitoba by building systems, developing leaders, improving processes, strengthening stakeholder relationships, and helping the organization continue its evolution toward a modern, sustainable, professionally managed provincial sport organization.