



JOB DESCRIPTION

We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt, and Kwikwetlem, and with the lands of the Kwantlen First Nation, which gifted its name to this university.

POSITION TITLE: Manager, Sport and Recreation

DEPARTMENT: Sport and Recreation

DATE CREATED: July 2017

DIVISION/FACULTY: Student Affairs

DATE REVISED: February 2023

ORGANIZATIONAL STRUCTURE

This position reports to the Director, Student Wellness. Reporting directly to this position are the Sport and Recreation BCGEU team, casual employees, student assistants, and volunteers.

PRIMARY FUNCTION

Sport and Recreation operates facilities and programming across multiple campuses and non-standard business hours including weekends for KPU students, employees and the community. The Manager, Sport and Recreation is responsible for providing day to day operational leadership including but not limited to the development, execution, and oversight of high-quality accessible, equitable, and inclusive sport and recreation experiences that promote skill development, physical activity, social interactions, and community connectedness.

KEY RESPONSIBILITIES

1. Supervises and provides leadership to staff by coaching, guiding and modeling key behaviours/strategies, encouraging dialogue, and providing provides guidance and advice to facilitate resolutions to work issues. Supports team members to define and set shared and individual goals, meet targets by target dates and ensures alignment of team goals. Monitors and assesses performance.
2. Contributes to effective employee and labour relations by administering the collective agreement(s), representing management in the grievance process and consulting with Human Resources Services regarding collective agreement interpretation, as appropriate. Provides input to management negotiating team for collective bargaining purposes, as needed.
3. Attracts and retains staff by developing and implementing recruitment and selection strategies, provides orientation to staff, ensures a stimulating work environment, and identifies and encourages opportunities for professional development for staff.
4. Develops, implements, and evaluates a sport and recreation strategy, in collaboration with the Director, Student Wellness, including structures, programs, and policies that promote student well-being and engagement, campus life, and community engagement in support of divisional and organizational academic and strategic priorities.



5. Responsible for compliance and proactive risk management, including health, safety, privacy and security in accordance with University and industry policies and procedures, developing best practices to meet facility and operational needs and acting as the primary contact for critical incidents and supports staff during emergencies as appropriate. Ensures facilities and equipment are up-to-date, clean and safe and personal information is stored securely.
6. Manages fitness, sport, recreation and wellness programs including, but not limited to, scheduling and the effective and efficient hosting of campus and community events, development and implementation of advertising and promotional activities, and other business matters for the department in accordance with University and/or sport governing body policies.
7. Manages budget preparation, training, reporting, and monitoring in consultation with the Director, Student Wellness. Oversees department resources in accordance with University policies and procedures.
8. Analyzes service requirements and consults with other team members and internal and external partners such as viaSport and BCRPA to identify, establish, monitor and administer systems and related procedures that maximize technology to support effective and efficient services.
9. Establishes a comprehensive student-leadership model that empowers and develops student leaders and mentors, while ensuring the model is sustainable in an environment of annual student turnover.
10. Ensures that student concerns or issues are dealt with in a timely manner and referred to the appropriate department. Includes de-escalating and responding to first aid, theft, verbal and physical altercations occurring in sport and recreation programs, and referring to other departments or medical providers as necessary.
11. Identifies processes to review for risk mitigation, safety, efficiency and effectiveness in consultation with the Director, Student Wellness. Makes suggestions and tests possible solutions, revises as required. Works collaboratively with others to implement best practices.
12. Fosters and maintains a student-centred and customer service-oriented culture to enhance engagement, participation, and the overall wellness of patrons and program participants through on-going training, recruitment and performance management.
13. Ensures relevant certifications are maintained and necessary training completed for all staff.
14. Maintains open, collaborative, effective working relationships with internal administration, staff, faculty and students and other institutions. Engages with a network of like professionals regarding best practices related to area of role such as recreational professionals at other post-secondary institutions and municipalities.



15. Develops and leverages relationships with various internal and external partners including students, the student association, student clubs, employees, alumni, various levels of government, regulating bodies such as ViaSport and BCRPA, community partners including community-based organizations and school districts, and corporate sponsors in support of enhancing and expanding current programs and developing new programming such as youth camps, eSport and alumni leagues, .
16. Assists the Director, Student Wellness with departmental statistics and reporting as it related to Sport and Recreation programs, initiatives and facility usage. Analyses and interprets data and makes recommendation for continuous enhancements within the department.
17. Partners with Marketing, Communications and the divisional team to support the ongoing maintenance and improvement of the department website, social media accounts, and marketing materials. Ensures the development, posting, and revision of information
18. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.
19. Contributes to and promotes a safe, equitable, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

QUALIFICATIONS

EDUCATION & EXPERIENCE

- An Undergraduate degree in a related field such as physical education or sport and recreation management,
- A minimum of five years experience in program planning and development in a complex and demanding organizational environment. Preference given to those with experience within a post-secondary educational institution.
- Minimum two years management experience or more in human resource management and employee development. Preference given to those with experience in an unionized environment.
- National Coaching Certification Program (NCCP) qualifications (trained or certified status) in Community, Competitive and Instructional streams. Preferred for knowledge in basketball, soccer, and volleyball.
- BC Recreation and Parks Association (BCRPA) High Five, Fitness Theory, Group Fitness, Canadian Society for Exercise Physiology (CSEP) or equivalent certification and standard first aid with CPR.
- Or an equivalent combination of education and experience.

COMPETENCIES

- Experience with a broad range of fitness, sport and recreational disciplines and coaching theory. Experience with program planning for students with disabilities and other equity deserving groups is an asset.
- Demonstrated experience with related governing bodies, including but not limited to organizations such as BCRPA and ViaSport.



- Excellent analytical, problem-solving skills, and conflict resolution skills.
- Demonstrated ability to form and maintain positive working relationships with a variety of key parties.
- Demonstrated commitment to providing outstanding customer service.
- Demonstrated experience with facility maintenance including gymnasium, fitness centre, turf and other sport surfaces.
- Knowledge of budget planning, development and management, preferably within an athletics or recreation environment.
- Demonstrated commitment to directing sport and recreation programs that reflect and support organizational values and goals.
- Demonstrated ability to compromise and reach consensus on difficult issues, particularly related to utilization of scarce resources.
- Proven strong organizational and leadership skills with demonstrated competence in program development, administration, decision-making and fiscal management skills.
- Advanced communication, facilitation and presentation skills.
- Demonstrated commitment to all facets of student wellbeing including academic success.
- Possession of a valid driver's license and access to a vehicle is required.
- Ability to travel between campuses is required.