



## **CANDIDATE BRIEF**

### **Snow Sports NZ Performance Services Manager**

*Can you bring your proven high-performance management skills to progress New Zealand's athletes and Inspire New Zealand?*

- Winter Olympic and Paralympic focussed
- High performance sport environment
- Flexible working conditions
- Wanaka-based with some international travel

#### **If you think you meet the criteria below we would like to hear from you:**

- You live to be involved in high performance sport.....it's why you wake up in the morning.
- You are passionate about making a difference and want to be involved in inspiring New Zealanders through high performance sport success.
- You can demonstrate the highest professional standards and personal credibility within the global high performance industry preferably with a slant to winter and snow sports.
- You'll have to show us that you know your stuff, have relevant knowledge and experience at managing/delivering various disciplines to support athletes and coaches up and down the athlete pathway.
- You've got a verifiable ability to create change in athlete performance and associated behaviours as well as the ability to lead teams, specifically building and leading interdisciplinary teams.
- You can build and maintain relationships in NZ and internationally.
- You are able to work independently and flexibly to meet the needs of internationally based sports programmes but be willing to be part of a small and close-knit team.

#### **The Organisation:**

Established as an incorporated society in 2008, Snow Sports NZ are all about competitive snow sports, from grassroots to winning on the world stage. We are the national sporting organisation representing the interests of adaptive snow sports, alpine ski racing, cross country skiing, freeskiing and snowboarding in New Zealand.

Led by Nic Cavanagh as our High Performance Director, our High Performance Programme is focussed on delivering medal-winning performances at Winter Olympic, Paralympic and premier international events. The dedicated programme targets the support and performance enhancement of identified athletes and coaches to achieve medal-winning outcomes.

The NSO employees nine coaches working across both Paralympic and Park and Pipe disciplines with a team of administration and support staff to allow our athletes and coaches to shine. Support services include physiotherapy, nutrition, strength and conditioning, athlete life planning and sport psychology. Our base offers athletes access to NZ's best mountains as well as a full strength and conditioning suite, trampolining and a skate ramp. Locally the athletes also use the static wave at Hawea to improve their surf and moving platform skills.

Following on from medal-winning success in 2018 and 2019 we are now seeking a Performance Services Manager to join the High Performance team at Snow Sports NZ and take the athletes and programme to the next level.

**The role:**

The successful applicant will support the High Performance Director as a member of the senior leadership team. Together you will drive the strategic direction of the programme to fulfill the collective goal of inspiring New Zealanders through Winter Olympic, Paralympic, World Championship and premier event success.

Demonstrating the ability to build trust quickly and support team members, the Performance Services Manager will have a collaborative and creative approach, an eye for innovation and an attention to detail and timelines. The role will balance the athletes' and coaches' identified needs with a focus on continual improvement through challenge based on evidence.

Building teams to deliver world-class athlete and coach performance service support under pressure will define success in the role. Supporting athlete performance to inspire communities, you will have exceptional communication, relationship management and influencing skills. An understanding of the NZ HP system and landscape would be advantageous.

You will be tertiary qualified and possess proven leadership and management skills ideally developed in a HP sport environment as a coach, provider or manager. Being passionate about snow sports is a prerequisite! Being a capable skier or snowboarder would enable you to make the most of the role and add extra value to the team.

Based in Wanaka, the successful applicant will spend some time away with the teams in the northern hemisphere. Jedi-like performance service skills coupled with the ability to lead teams of coaches, athletes and providers are critical. The successful candidate will demonstrate a drive for continual improvement and results, have a personal style that is adaptable and resilient, and to be able to build and maintain inspirational and authentic relationships. To top it all you will be able to fit into a small, driven team that loves their sport and having fun along the way.



### Wanaka as a place to live:

Wanaka is NZ's premier lake and alpine destination. Surrounded by majestic mountains and set on the shores of the crystal clear Lake Wanaka, the natural beauty and the unique energy of the region create the perfect backdrop for a lifestyle full of adventure and/or relaxation.

Nearby Queenstown offers an international gateway to overseas destinations as well as NZ's domestic options.

With four distinct and unique seasons, Wanaka has year-round appeal with each season offering a markedly different experience. Enjoying a continental-style climate with long hot summers and cool, crisp winters, the town and surrounding areas truly offer something for every season. Adventure activities are available year-round, from snow sports to water sports and biking, hiking and climbing. The region's wineries are renowned as some of the best in the country. If golf is your thing then a variety of world-class courses are located in the region.

The town's primary and secondary schools not only offer great education but also locally based extra-curricular activities, including school skiing. Mount Aspiring College is renowned for its outdoor education programme.

Snow Sports NZ encourage all of our staff to be part of a community that makes the most of the environment we are lucky enough to live and work in.





**HP Vision:**

**Inspiring New Zealanders through Winter Olympic, Paralympic, World Championship and premier event success.**

**Organisational purpose:**

**To lead and support the growth and success of competitive snow sports in NZ.**

**JOB DESCRIPTION – Performance Services Manager**

**Position:** Snow Sports NZ Performance Services Manager

**Responsible to:** Snow Sports NZ High Performance Director

**Location:** Depending on annual plan: Primarily based in Wanaka with some overseas travel required

The purpose of this position is to fulfil the KPIs listed below to support the SSNZ HP programme to achieve the outcomes contained in the SSNZ 2018-2022 + Strategy, in particular:

- ✓ 2+ medals at the 2022 Olympic Games
- ✓ 2 + Gold medals at the 2022 Paralympic Games

**Position summary**

Snow Sports NZ are looking to appoint a manager to lead the athlete and coach performance support services.

The successful applicant will support the High Performance Director as a member of the senior leadership team, driving the strategic direction of the programme to fulfill the collective goal of inspiring New Zealanders through Winter Olympic, Paralympic, World Championship and premier event success.

Demonstrating the ability to build trust quickly and support team members, the Performance Services Manager will have a collaborative and creative approach, an eye for innovation and show attention to detail and timelines. The role will balance the athletes' and coaches' identified needs with a focus on continual improvement through challenge based on evidence.

Building teams to deliver world-class athlete and coach performance service support under pressure will define success in the role.

You will be tertiary qualified and possess proven leadership and management skills ideally developed in a HP sport environment as a coach, provider or manager. Passionate about snow sports, athlete performance and inspiring communities you will have exceptional communication, relationship management and influencing skills. Being a capable skier or snowboarder would be advantageous.

### Position Objective:

1. Support the understanding and translation of the HP vision, culture and strategies into the daily training environment.
2. Lead and maximise the effectiveness of SSNZ HP support provided to carded athletes.
3. Lead and maximise the effectiveness of SSNZ HP training environments in New Zealand.
4. Lead the delivery of a “Best Practice” Athlete Performance Services (APS) system for SSNZ-HP carded and pathway athletes.
5. Ensure a connected performance relationship exists between APS staff and coaches.
6. Maintain positive relationships with SSNZ HP key stakeholders in particular the HPSNZ consultants and APS discipline leads.
7. Contribute to the SSNZ HP strategy development.
8. Lead a culture of continual improvement and learning including personal and professional development of self and others.
9. Lead any research required to improve athlete performance.
10. Member of the HP senior leadership team.
11. Lead the design, implementation and use of Smartabase.
12. In partnership with the SSNZ coaches deliver case management meetings as required.
13. Support the collection and interpretation of injury surveillance data collection.
14. Ensure athlete well-being is at the heart of all decisions.

### Success in the role:

- Major event outcome goals are achieved including programme targets for the 2022 quadrennial: Athletes are winning at major events.
- SSNZ providers are clear on their goals and vision for 2022 and beyond.
- SSNZ providers’ performance plans and KPIs are developed in partnership with them and are used to facilitate and drive progression and performance.
- SSNZ provider performance plans are regularly reviewed and updated.
- Athletes rate that APS support improves their performance in training and competition.
- Athletes are able to give feedback to the coach and the programme: the athlete acknowledges that they are central to the programme’s decision making.
- The APS team has a relevant document “charter” that underpins behaviour and delivery expectations.
- APS supports the SSNZ philosophy of coach-led, athlete-focussed and performance-driven.
- The APS team feels that the team approach is clear and adding value to athlete performance.
- The SSNZ high performance strategy meets the needs of the Park and Pipe, and Paralympic programme and campaigns.
- Successful creation and execution of a personal and professional development plan.

### Positions that report to this role:

- All HPSNZ APS providers
- Landing Bag Manager
- Performance Support contractors. E.g. Wax technicians

### Key relationships

Internal	External
<ul style="list-style-type: none"><li>• CEO</li><li>• All Park &amp; Pipe Coaches</li><li>• HPD</li><li>• HPSNZ providers</li></ul>	<ul style="list-style-type: none"><li>• Regional programme leaders</li><li>• Parents / guardians (young athletes)</li><li>• External providers e.g. resort staff, event organisers and officials</li><li>• International teams</li></ul>

<ul style="list-style-type: none"> <li>• HPSNZ Medical staff</li> <li>• Snow Sports NZ staff</li> <li>• Campaign Staff</li> </ul>	<ul style="list-style-type: none"> <li>• International federations</li> <li>• Sponsors</li> <li>• HPSNZ staff</li> </ul>
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### Key functions

	Tasks	Deliverables
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Support the understanding and translation of the HP vision, culture and strategies into the daily training environment.</li> <li>• Provide leadership and management of the APS team through effective interpersonal communication and the ability to address difficult problems and decisions appropriately.</li> <li>• Build and maintain strong working relationships with the team and team management, both individually and as a group, using a range of communication styles tailored to the individual and the message.</li> <li>• Demonstrate personal credibility, honesty, high integrity, selflessness and handle stress appropriately</li> </ul>	<ul style="list-style-type: none"> <li>• Athletes rate that the APS support improves their performance in training and competition.</li> <li>• Athletes are able to give feedback to the coach and the programme: the athlete feels that they are central to the programme's decision making</li> </ul>

<p>Strategy</p>	<ul style="list-style-type: none"> <li>• Contribute to the SSNZ HP strategy</li> <li>• Assist in the monitoring and measurement of strategy with the SLT</li> <li>• Lead the use of data and analysis to project future APS requirements</li> <li>• Lead the APS staff to contribute to the ongoing development of the rocketship to profile athletes' on and off snow performance gaps</li> <li>• Recognise international trends and advise /lead accordingly</li> <li>• Lead the APS team strategy</li> <li>• Lead the PMS programme for APS staff</li> <li>• Assist in the development of the SSNZ "safe sport" strategy design and implementation.</li> </ul>	<ul style="list-style-type: none"> <li>• International performances and results are monitored</li> <li>• APS programmes are reviewed and modified to meet future focussed performance requirements</li> </ul>
<p>Planning and Management</p>	<ul style="list-style-type: none"> <li>• Support the Head Coach and Performance Director in annual planning and budgeting</li> <li>• Support the head coaches to lead the case management of athletes</li> <li>• Translate coaching ideas and IPP outcomes to APS staff KPIs and outcomes</li> <li>• Support the ongoing development of the SSNZ rocketship</li> </ul>	<ul style="list-style-type: none"> <li>• Case management processes are agreed and completed</li> <li>• Rocketship profiling tool is up to date and utilised.</li> </ul>
<p>Continual improvement</p>	<ul style="list-style-type: none"> <li>• Significant contribution to debriefs and other learning / review processes</li> <li>• In collaboration with the HPSNZ discipline leads, lead personal professional development planning (knowledge, skill and personal attributes)</li> <li>• Lead a culture of learning and development in APS staff.</li> <li>• Learn faster than the opposition and continually seek innovative and new approaches to progression and high performance improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Debrief findings are utilised to ensure continual improvement of the programme</li> <li>• Identify gaps, plan to close the gap to deliver excellence in the role</li> <li>• APS stay ahead of contemporary coaching and high-performance knowledge</li> </ul>

<p>Relationships and communication</p>	<ul style="list-style-type: none"> <li>• Develop and maintain inspiring and trusting relationships with identified athletes and coaches</li> <li>• Develop and maintain strong relationships with parents and other key stakeholders where required</li> <li>• Proactively solicit regular feedback and act upon it</li> <li>• Communicate in an effective and timely manner with staff and stakeholders</li> <li>• Ensure the delivery of a multi-disciplinary team approach to holistic athlete progression</li> <li>• Ensure a performance relationship is maintained with SSNZ leadership and staff</li> <li>• Challenge staff and athletes</li> <li>• Be available and responsive to media requests and comment on team matters as agreed with SSNZ and where appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• APS and support staff are motivated to commit to plans and performance relationships</li> <li>• Stakeholders receive relevant and regular communication</li> <li>• Stakeholders are invited to contribute feedback to ensure continual improvement.</li> </ul>
<p>Case Management and Athlete Performance Planning</p>	<ul style="list-style-type: none"> <li>• In partnership with the SSNZ coaches, support the coaches and APS providers in CMM</li> </ul>	<ul style="list-style-type: none"> <li>• Case management meetings are effective</li> <li>• Clarity of individual accountabilities</li> <li>• Smartabase database is up to date.</li> </ul>

#### Levels of authority

<p><b>Operational Planning (where it affects the work of others)</b></p>
<ul style="list-style-type: none"> <li>• Providers</li> <li>• Event staff</li> </ul>
<p><b>Financial Management</b></p>
<ul style="list-style-type: none"> <li>• Within agreed budget for delivery of projects, preparation plans, camps and competition programmes</li> </ul>
<p><b>Managing People</b></p>
<ul style="list-style-type: none"> <li>• As required to deliver the athletes' plans</li> <li>• During camps and competitions</li> </ul>

#### Experience

##### Essential

- Proven leadership in HP settings with the ability and the demonstrated skill to facilitate robust and collaborative discussion and decision making.
- Exposure to experiences that shape future responses in difficult situations.
- Five plus years of experience in a high-performance environment, credibility in sport.
- Developing and delivering strategic and operational plans
- Managing technical staff



- Building and leading teams
- Budgeting and reporting
- Relevant experience and an ability to swiftly build relationships and credibility with international level athletes, coaches and relevant organisations
- Excellent project management, planning and reporting skills
- Demonstrated ability to utilise different ways to raise awareness in others

## Preferred Knowledge

- Understanding of the high performance sport sector with a strong understanding of the role of athlete performance support innovation and technology play in HP outcomes.
- Understanding of the HP coaching process and practices
- Understanding of case management
- Understanding of international best practice in HP sport systems
- Understands the factors required to win internationally in sport
- Understands the characteristics of effective high performance athlete and coach development pathways
- An understanding of the New Zealand high performance system and HPSNZ strategy (desired)
- How innovation and research processes can be used to create a competitive advantage
- The ability to utilise and facilitate other experts, equipment, technology and facilities to enhance performance
- Using data to shape the programme and enhance performance

## Personal Attributes

### Passion

- Persists to completion
- Demonstrates massive enthusiasm and energy – lives and breathes their work
- Tenaciously works to meet or exceed challenging goals
- Encourages boundary breaking but asks why

### Reliable

- There may be occasions when the role will entail working in a self-directed manner and at times with little direction; therefore, self and time-management skills are critical for success in this role
- Fulfils responsibilities
- Under promises and over delivers
- Does what they say they will do
- Follows up as a duty of care
- Self-motivated and willing to make decisions yet aware of when to escalate issues/decisions

### Driven by achieving results

- Driven to achieve the very best outcome possible
- Seeks and achieves challenging performance opportunities
- Stays focused to achieve goals

### High-speed learner

- Challenges their own ability
- Has a fixation for new learning
- Quickly applies learning to achieve results

### **Makes Change Happen**

- Recognises which intervention (even if not their own) will provide greatest performance improvement
- Implements or facilitates the intervention
- Empowers others
- Addresses change resistance
- Ensures change improves performance

### **Self-aware**

- Continually seeks and takes on feedback from others
- Able to recognise when requires additional intervention and assistance in prioritisation
- Is clear on others' expectations of them
- Understands the impact their behaviour has on others
- Remains humble

### **Relentless Attention to Detail**

- Takes a diligent and precise approach to improving performance
- Is attentive to detail

### **Builds and maintains relationships**

- Displays empathy
- Builds trust
- Operates with integrity and maintains confidentiality when required
- Maintains social boundaries with athletes
- Supports others
- Deals with conflict professionally

### **Adaptable**

- Sees others' views and tailors behaviours and messages appropriately
- Adjusts effectively and maintains effectiveness, optimism and positivity when experiencing challenges and changes

### **Innovative**

- Challenges everything
- Thinks expansively
- Suggests new possibilities
- Implements relevant innovations appropriately and manages the associated risks
- Leverages diverse resources

### **Gets the best out of others**

- Understands others' motivators
- Builds confidence and belief
- Adjusts information, communication and approach to different individuals
- Provides feedback and champions positive results
- Removes distractions and disruptions

### **Other Essential Characteristics**

- Able to work hours to suit internationally based sport programmes
- There are times when weekend work and delivery of tasks outside of normal hours of work are expected
- A great sense of humour
- Able to move safely on snow and in mountain environments
- Legally allowed to live and work in NZ
- Pass a NZ police check



Please send a CV and  
covering letter to  
[info@snowsports.co.nz](mailto:info@snowsports.co.nz)  
Application close on the  
2<sup>nd</sup> September 2019