



Job Description

Job Title:	Head of Performance Operations
Location:	Bisham Abbey (hybrid working with an average of 3 days a week in the office)
Salary:	£45,000–£55,000 per annum
Responsible to:	Performance Director
Hours:	Full-Time
Term:	Permanent
ENGLAND HOCKEY BACKGROUND England Hockey's mission is to "share the love of hockey and work together to make hockey more visible, relevant and accessible to all". The current focus for the organisation is delivery of its 5 objectives within the 2023-2028 strategic plan which can be found here. England Hockey is the National Governing Body for the sport of Hockey in England and is responsible for the management and development of the sport from grass roots to elite activities. We: • Have a membership comprising clubs (750+), counties (42), and Areas (8) that affiliate to it. Approximately 160,000 individuals play in the club system, with an estimated 20,000 playing at university/colleges. C.900,000 children play at school. More than 15,000 coaches, umpires and officials are supported / developed. • Have an income/expenditure of average £9m p.a. The Chief Executive is directly responsible for the operational budget but the Board, chaired by the Non-Executive Chair, approves the annual plan and budget. • Employ 75 staff, and contract with approximately 50 part time consultants mostly in the performance and coaching area. Circa 50 volunteers work at national level to run the sport, with thousands more running the great bulk of grass roots hockey. • Are currently the 'nominated country' on behalf of Great Britain Hockey to qualify and prepare the Great Britain squads for the Olympics. ROLE SUMMARY The Head of Performance Operations is responsible for leading the day-to-day operational delivery, logistics, governance and financial management of the World Class Programme (WCP), comprising the Great Britain Senior Programmes, England Senior Programmes and the Great Britain Elite Development Programme (EDP).	

Working closely with the Performance Director, Head of Talent Development, Senior and EDP Head Coaches, Team Managers and the Performance Leadership Team, the post holder will lead the operational planning, coordination and delivery of the Central Programme and all World Class Programme activity. The Central Programme is England Hockey's full-time senior performance programme, based at Bisham Abbey, bringing together up to 70 male and female athletes and approximately 15 staff in the daily training and performance environment through which the Great Britain and England senior teams prepare for major international competitions. The post holder will ensure this programme, alongside wider World Class Programme activity, is effectively coordinated and delivered, creating an integrated, high-performance environment that enables athletes, coaches and support staff to perform at their best.

The role leads all aspects of programme operations, including the delivery of the Central Programme, domestic and international training camps, competitions and major championships, together with responsibility for logistics, travel, accommodation, procurement, operational systems, governance, performance kit management and financial management. The post holder will ensure operational delivery is aligned with the strategic priorities established by the Performance Director and that resources are planned and managed effectively to support world-class performance.

The Head of Performance Operations will also be responsible for the planning, management and monitoring of the World Class Programme budget, ensuring robust financial governance, efficient resource allocation and value for money across all programme activity. Working collaboratively with internal departments and external partners, the role will drive continuous improvement in operational practices to ensure the Great Britain and England World Class Programme consistently delivers an outstanding high-performance environment.

While there is some flexibility for hybrid working, the Head of Performance Operations will be expected to work from England Hockey's offices at Bisham Abbey for an average of at least three days per week.

Reports:

Performance Officer

Up to 2 additional roles (TBC)

KEY TASKS AND RESPONSIBILITIES

1. World Class Programme Operations

- Lead the operational planning and delivery of the Great Britain and England World Class Programme, comprising the Great Britain Senior Programmes, England Senior Programmes and the Great Britain Elite Development Programme (including England under 21), translating the strategic priorities set by the Performance Director into effective operational delivery.
- Lead the operational delivery of the Central Programme, training camps, competitions and major championships, working closely with Team Managers to ensure a consistently high-quality performance environment for athletes, coaches and support staff.
- Develop, review and continuously improve operational policies, procedures and systems, ensuring the effective integration of all programme activity.
- Oversee the operational interface between the Performance Department and other England Hockey departments, fostering strong collaboration, communication and alignment, including with the Finance, Commercial and Marcomms departments to support sponsorship and media commitments, performance kit delivery and financial management.
- Support the planning and delivery of the Performance Kit strategy, managing supplier and sponsor relationships to ensure compliance with commercial agreements, competition regulations, and organisational standards.
- Lead the development, implementation, and ongoing management of World Class Programme (WCP) and team selection policies, ensuring they are transparent, robust, and aligned with performance objectives and governance requirements.

- Oversee the Athlete Performance Award (APA) process, managing end-to-end delivery and ensuring accurate, timely submissions and communications with UK Sport in accordance with funding requirements.
- Coordinate the World Class Programme (WCP) Athlete Individual Development Plan (IDP) process in collaboration with Senior Head Coaches, ensuring timely completion and effective tracking.
- Ensure all consultants have appropriate contracts and qualifications.
- Ensure compliance with all operational governance, reporting and assurance requirements, including coordinating UK Anti-Doping education and processes across the senior programmes.
- Act as the senior operational lead across the World Class Programme, promoting consistency, best practice and continuous improvement across all programme operations.

2. Budget Management and Resource Allocation

- Develop and maintain a detailed and accurate WCP budget aligned to strategic performance priorities.
- Ensure efficient allocation of resources, identifying cost savings and opportunities for reinvestment into priority areas.
- Provide monthly updates to the Performance Director on expenditure, risks, and financial forecasts.

3. Governance, Compliance and Operational Systems

- Ensure compliance with England Hockey, Great Britain Hockey, UK Sport, UK Sports Institute, UK Anti-Doping, BOA, FIH and other governance requirements.
- Lead operational reporting and programme governance.
- Oversee continuous improvement of operational systems and information management.
- Lead operational risk management and business continuity planning.

4. Stakeholder Engagement and Partnership Management

- Build and maintain positive relationships with key agencies including UK Sport, UKSI, BOA, Serco (the management company responsible for the operation of Bisham Abbey National Sports Centre), FIH, UK Anti-Doping, Commonwealth Games England, and Sport England.
- Be the administrative point of contact for the Talented Athlete Scholarship Scheme (TASS)
- Represent England/GB Hockey in relevant external meetings, working groups and collaborative projects.

5. Additional Duties

- Be a key member of the Performance Leadership Team and represent the Performance department at England Hockey Senior Management Team meetings

PERSON SPECIFICATION

Qualifications and Experience:

- Significant experience leading operations within elite sport and working directly with Performance Coaches.
- Experience in a management role with line-management responsibility.
- Experience managing significant and complex budgets, optimising resources and achieving financial efficiency.
- Proven track record of operational leadership, programme delivery and strategic planning.
- Experience managing complex stakeholder relationships to foster collaboration.
- Experience working at pace with high expectations of delivery and accountability.
- Evidence of innovative problem-solving and identifying opportunities to enhance athlete and staff experience.
- Strong experience in project management and meeting deadlines.
- Demonstrable experience of working within governance and compliance frameworks, managing operational risk and ensuring effective controls and reporting are in place.
- Experience of working within an Olympic or Paralympic high-performance environment is desirable but not essential.

Skills and Abilities:

- Ability to translate strategy into effective operational delivery.
- Excellent communication and presentation skills, both written and verbal.
- High-level problem-solving, critical thinking and decision-making.
- Skilled relationship-builder with the ability to influence internally and externally.
- High resilience, adaptability and solution-focused mindset.
- Strong IT proficiency, particularly with Microsoft Office and performance-related systems.
- Creative, innovative, and proactive in improving processes and structures.
- Collaborative and open working style with a positive, team-focused approach.
- Willingness to work flexible hours, including evenings/weekends, and undertake domestic and international travel.

This role is subject to a satisfactory enhanced DBS check which will be carried out by EH.

This job description is not intended to be regarded as inclusive or exhaustive and will be amended in the light of the changing needs of the organisation. All employees will be expected to support our major events.

To Apply:	Please submit your CV (maximum 2 pages) with a one page covering letter by email to: Michele Townsend, Head of People, (careers@englandhockey.co.uk) clearly identifying how your skills and experience are relevant to the requirements outlined in the job description and the unique qualities you will bring to the role. We would be pleased if you could also complete the Equality Monitoring Form – please use the following link: https://www.surveymonkey.co.uk/r/EDIMon
Closing Date:	Tuesday 15 th September at 5pm
Interview Date:	Friday 25 th September