Player Operations Manager – supporting the Director of Cricket Operations at the Professional Cricketers' Association.

Salary: £40k per annum, performance-related bonus and an extensive benefits package including private health insurance, pension scheme, mobile phone and laptop.

The Professional Cricketers' Association is the representative body for current and former professional cricketers in England and Wales and champions their ongoing interests. The PCA is seeking to appoint a Player Operations Manager to join the team whose base is at 241 Southwark Bridge Road, London.

The Role: To provide a key role in supporting PCA members in contractual, employment and agent related matters at domestic level. To lead in building affinity and growing professional relationships with members of the PCA.

The Player Operations Manager position will lead in the day to day relationships between the PCA and its membership alongside the PCA Playing Chair and key PCA staff. Working closely with the Director of Cricket Operations, you will play an important role in contract negotiation, key County relationships and agent relationships. You will also hold responsibility for numerous operational elements of the Cricket Department in achieving optimum efficiency.

Player Affinity

- To develop, manage and deliver a player affinity plan to increase affinity between the PCA and its membership
- Work with Member Services Manager and other staff to increase player attendance at PCA events
- Work with the PCA Players Chair and Player Representatives to develop member relationships and communications channels. Attend County and Hundred matches and training on a regular basis throughout the summer.
- Support the PCA Player Chair and PCA Leadership Team with leading on player communications in relation to player related matters.
- Manage the Cricket Department Player Affinity scheduling
- Attend and support key PCA events including Pre-Season Meetings, PCA AGM, PCA Summit, PCA Awards and Rookie Camp.

Player/Agent Support

- Work with the Director of Cricket Operations with providing player contractual support

- Work with the Director of Cricket Operations on the implementation and management of all contractual minimum standards
- Deliver educations sessions at Academy level to all 26 Academies across a 2 year cycle regarding contracts and agents
- Work with the Director of Cricket Operations to manage and improve First Class County Director of Cricket and Cricket Operations Manager relationships.
- Work with the Director of Cricket Operations to manage disciplinary and grievance related matters in relations to cricket employment
- Support the Director of Cricket Operations with Player Working Group and Cricket Advisory Group matters including attendance at meeting where required.
- Lead on communication with Player Agents regarding all day to day domestic operational matters
- Advise members on Agent related matters.

European Player Associations

- Work with the Director of Cricket Operations to deliver service provision and support to the European Player Associations.
- Engage with the World Cricketers' Association on European Player Association matters as required.

General Duties

- Travel domestically across all Professional County Cricket Clubs and potentially internationally
- Liaise with Personal Development Managers on a general basis to ensure appropriate levels of player support
- Work with Member Services Department for the benefit of members to include PCA Managing Director, PCA Director of People, Equity, Diversity and Inclusion, and Member Services Manager
- Work with Senior Cricket Operations Executive regarding the evolution of the PCA Global Landscape Support Services.
- Work with the Senior Cricket Operations Executive on the management of the Winter Franchise Insurance Policy
- Work with Senior Cricket Operations Executive on player registration related matters
- Work with Director of Cricket Operations and Communications department on updating of the Most Valuable Player Programme.
- Engage and support in communications with the World Cricketers Association

- Manage the PCA Collective Rights player sign up process
- Collaborate generally with Member Services Manager and Senior Cricket Operations Executive on the delivery of the Member Services support function

Essential Skills and Experience:

- Experience in an operations role
- Strong communicator
- Excellent administrative skills, speed of response is key with strong planning skills.
- Good time management and attention to detail
- Experience of presenting and public speaking
- Personable and strong relationship building skills
- Conflict management skills
- Flexibility to work unregular hours and travel
- Extensive knowledge of the male and female professional game in England and Wales
- Good understanding of international and franchise cricket

Desirable:

- Sports related degree or equivalent