

## VACANCY

### SENIOR MANAGER – MEMBER SERVICES

The International Cricket Council ('ICC') is the global governing body for the sport, which administers all aspects of international cricket.

We are currently looking for Senior Manager – Member Services for our Development team, based at the ICC headquarters in Dubai, UAE. The Senior Manager – Member Services will be focused on strengthening the capabilities of ICC Members and enhancing the systems and structures around the ICC's investment in Associate Members.

A priority for the Senior Manager – Member Services is maximising the return on the ICC's annual investment in Associate Members by building the capabilities of Members through the provision of capacity building programs and business enhancement services as well as developing peer-to-peer learning systems. All ICC programs are delivered through our five regional offices and as such, this role is responsible for managing a diverse workforce based in the five regional offices around the world and creating a high performing work environment that is engaged, connected and safe.

This role will also take responsibility of driving efficiencies and improvements across all department led systems, structures and processes relating to the delivery, monitoring and evaluation of ICC development programs.

#### Principal Accountabilities

The responsibilities of the Senior Manager – Member Services include but are not limited to the following:

- Member Services:
  - Managing the ICC Global Development Team
  - Design and delivery of the Member Services Toolkit
  - ICC Annual Conference Project Management
  - Peer-to-peer learning functionality with Associate and Full Members
- Associate Member (AM) Investment
  - AM Funding Policy Management
  - Annual Census Project Management
  - Work with the ICC Finance Department on game investment management (enhanced strategic alignment and accountability)
- Member Compliance
  - Management of Membership Compliance process including biennial Member Compliance review
  - Management of New Member Application process
  - Relationship Management with international stakeholders including disability cricket partners and World Indoor Cricket
  - Management of Funding Policy compliance process including Member financial report verification
- Insights & Analysis
  - Management of the Annual Census including collection, verification, and analysis
  - Insight and Analysis Advisory – production of Member Dashboards & data packs for ICC and Members

- Others
  - Provision of support in preparing Development Committee Reports
  - Provide leadership within the ICC and with Members regarding game investment analysis and advice
  - Manage the ICC central budget related to the development and delivery of the Member Services Program and the operating budgets of the ICC's five regional offices
  - Work closely with the ICC Digital Department to ensure the ICC's Member Services tools and data collection and analysis procedures are digitally enabled and agile
- Play an active role in the ICC Global Development Team
  - Be a key Member of the ICC Global Development Team, connecting regularly with counterparts in other locations on global initiatives, sharing of good practice and ensuring a globally consistent approach; and
  - Take on additional global projects, as and when required

### Knowledge, Skills, Attitude and Experience

- Bachelor's degree in a relevant area;
- Minimum 10 years of management experience – preferably in a sporting organisation;
- Outstanding team management skills in a diverse work environment
- Experience in working with, or for, national or international sporting organisations is desirable but not mandatory;
- Experience in developing and delivering sports governance programs is desirable;
- Excellent financial management skills;
- Demonstrated project management experience including experience in operational planning, monitoring and evaluation;
- Strong knowledge and understanding of data-driven decision making;
- An understanding of the game of cricket is essential;
- An empathy or understanding of the challenges of running a National Sporting Organisation;
- Outstanding communication and interpersonal skills including the preparation and presentation of board reports;
- Ability to work with stakeholders from different backgrounds across cultural and national identities;
- Ability to develop effective partnerships across various sectors (corporate, government, non-government and media);
- Ability to think creatively and innovate; and
- Persistence and outstanding energy and a passion for sport.

### Conditions of Employment

- The role is based in our headquarters in Dubai, UAE.
- The selected candidate will be required to provide two recent work references: and
- The compensation offered will be commensurate with qualifications and experience.

If you feel that you can meet the challenge, please email your CV, with a covering letter detailing your current salary and benefits and expectations to: [recruitment@icc-cricket.com](mailto:recruitment@icc-cricket.com).

***The last date to respond to this advert is Thursday, 2 September 2021. Due to the overwhelming number of quality applicants, only shortlisted candidates will be contacted.***