



Hockey Wales

Sport Wales National Centre

Tel: 0300 300 3126

Sophia Close,

CF11 9SW

Cardiff Email: info@hockeywales.org.uk

www.hockeywales.org.uk

Job Description

Job Title:	Performance Operations Co-ordinator	Reports to:	Director of Performance
Department:	Performance	Hours:	Part-time – 4 days a week
Contract Length	Permanent		
Salary:	£25,000 FTE	Annual Leave:	20 Days + Bank Holidays
Location:	Flexible and hybrid working with requirement to attend the office at least 1 day per week Our main base is at Sport Wales National Centre Sophia Gardens Cardiff, South Wales	Other Benefits:	• Contributory pension scheme

Introduction

Hoci Cymru is the National Governing Body for hockey in Wales. We are committed to growing and developing the game while creating performance environments that enable Welsh athletes and teams to compete with ambition on the international stage. Our values are connected, passionate and energetic, and these principles shape how we work with athletes, staff, partners and the wider hockey community.

Role Purpose:

The Performance Operations Co-ordinator is a central operational role within the Hoci Cymru Performance team. The postholder provides high-quality planning, administration, financial co-ordination and logistical support across senior, junior and pathway programmes, helping create the off-pitch conditions that enable athletes, coaches and support staff to perform effectively. Working closely with the Director of Performance, Pathway Manager, Head Coaches and Team Managers, the role turns programme plans into well-organised activity. It requires strong forward planning, attention to detail, sound financial management and the ability to respond calmly when priorities or plans change.

Key Working Relationships:

- Director of Performance and Pathway Manager
- Senior and junior international Head Coaches, Team Managers and programme staff.
- Hoci Cymru colleagues across finance, governance, safeguarding, communications and administration.
- Athletes and, where appropriate, parents/guardians within junior programmes.
- Sport Wales and relevant performance-support personnel.
- Home Nation National Governing Bodies.
- Travel partners, accommodation providers, venues, facility operators and other programme suppliers.



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Key Responsibilities:

Performance Programme Planning & Coordination:

- Provide day-to-day operational and administrative co-ordination across Hoci Cymru Performance squads, ensuring programme plans are translated into clear, deliverable activity.
- Work with the Director of Performance, Pathway Manager, Head Coaches and Team Managers to plan training camps, competition blocks, international fixtures, tours and other programme activity.
- Ensure athletes and staff receive timely, accurate and consistent programme information, including schedules, venues, travel, accommodation and key operational requirements.
- Maintain visibility across senior, junior and pathway activity so programmes are connected and resources can be planned effectively.
- Provide responsive operational support when plans change, maintaining clear communication and programme continuity.

International Competition, Travel & Logistics:

- Lead the administrative co-ordination of travel and logistics for Performance squads, including flights, ground transport, accommodation, training and competition venues.
- Work with travel partners, Sport Wales, host organisations and suppliers to secure appropriate, reliable and value-for-money arrangements.
- Support Team Managers with travel and programme documentation, rooming lists, transport movements, venue access, meeting spaces and other practical requirements.
- Maintain accurate records of bookings, confirmations, costs and changes, and ensure relevant programme leads have access to current information.
- Liaise with other hockey nations and event organisers where required to support fixtures, training opportunities and smooth competition delivery.

Financial Planning, Budgeting & Reporting:

- Plan, forecast and manage squad budgets in partnership with the Director of Performance and in line with Hoci Cymru financial policy.
- Develop activity costings for camps, tours and competitions to support effective programme planning and decision-making.
- Track expenditure against agreed budgets, maintaining accurate and up-to-date financial records.
- Coordinate invoices, supplier costs and programme expenditure, ensuring accurate recording and reconciliation.
- Develop and maintain Performance financial policies and processes, ensuring consistency across programmes.
- Track and reconcile player payments and programme contributions, maintaining oversight of outstanding balances.
- Coordinate GIA and other internal bookings, ensuring costs are accurately allocated and reconciled.



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Performance Calendar & Competitions:

- Support the creation, maintenance and delivery of a strategic multi-year calendar of competitive and development opportunities for Hoci Cymru Performance squads.
- Maintain an accurate central overview calendar consisting of international competitions, training blocks, pathway activity and key organisational dates.
- Manage and coordinate Sport Wales bookings and calendars, ensuring alignment with programme requirements and schedules.
- Assist with fixture and activity planning by coordinating availability, venue requirements, travel implications and indicative costs.

Governance, Policy and Compliance:

- Support the consistent application of Hoci Cymru policies, procedures, guidelines, rules and regulations across Performance programmes.
- Coordinate administrative processes connected with governance requirements including safeguarding, eligibility, HR-related processes and financial policy, as directed by the Director of Performance.
- Help ensure programme documentation and records are complete, accurate, appropriately stored and handled in line with organisational requirements.
- Contribute to a culture of good governance, accountability and professional standards across Performance activity.

Stakeholder, Communication & Information Management:

- Build strong relationships with Sport Wales, travel partners, facility providers and other relevant organisations to support programme delivery.
- Act as a reliable operational point of contact for Head Coaches and Team Managers, helping them access the information and support required to deliver their programmes.
- Communicate professionally with athletes, staff and external partners, recognising the different needs and pressures associated with high-performance sport.
- Maintain clear, accurate and organised records relating to programme activity, budgets, logistics, contacts, calendars and operational planning.
- Use digital systems effectively to maintain efficient processes and reduce duplication across programme administration.
- Continuously review administrative processes and identify practical ways to improve efficiency, clarity and consistency



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Person Specification

Essential Experience & Knowledge

- Strong administrative and organisational capability, with experience managing multiple workstreams, deadlines and stakeholders.
- Good working understanding of budgeting, financial administration and accurate financial controls.
- Experience co-ordinating detailed logistics, travel, events, programmes or comparable operational activity.
- Excellent attention to detail and the ability to maintain accurate information, records and processes.
- Ability to work independently, prioritise effectively and take ownership of tasks through to completion.
- Strong written and verbal communication skills, with the ability to provide clear and concise information to different audiences.
- Experience working collaboratively with a range of internal and external stakeholders.
- Confidence using digital systems and standard office applications to manage calendars, budgets, records, documents and communications.

Desirable Experience & Knowledge

- Experience within high-performance sport, a National Governing Body, international sport or a comparable performance environment.
- Experience co-ordinating international travel, training camps, competitions or multi-day sporting activity.
- Experience supporting athletes, coaches and team staff within a performance programme.
- Knowledge of the hockey performance landscape in Wales, Great Britain and/or internationally.
- Experience working with Sport Wales, sporting partners, venues, travel providers or external suppliers.
- Understanding of governance, safeguarding, eligibility, confidentiality and organisational policy within a sporting environment.

Personal Qualities

- Team player - works co-operatively and productively with others and actively supports colleagues.
- Integrity, honesty and respect - operates professionally, handles information appropriately and builds trust.
- Self-motivated and comfortable working independently while contributing positively to a team.
- Calm under pressure - remains organised and solution-focused when timelines are tight or plans change.
- Approachable and flexible - adapts to an ever-changing live environment and shows empathy for others.
- Highly organised - demonstrates a flair for planning, coordination and detail.
- Proactive and solution-focused - identifies potential issues early and takes practical action to resolve them.
- Committed to high standards - understands that strong off-pitch organisation directly supports on-pitch performance.

How to Apply

To apply, please submit a CV and a covering letter that clearly outlines how you meet the expectations outlined in the job description. Use practical examples to demonstrate your skills, experience, and impact wherever possible. We're particularly interested in understanding how your background aligns with the role's key responsibilities and how you can contribute to the ongoing development of hockey in Wales.