



JR26205 Manager, Varsity Operations

University of British Columbia
Athletics and Recreation
Ongoing | Vancouver Campus

Job Summary

The Manager, Varsity Operations is responsible for developing and managing all aspects of the Department of Athletics & Recreation's Varsity Game Operations program at UBC's Vancouver campus, including such program areas as: game operations staffing, ticketing, team regulatory compliance, in-game promotions for hosted exhibition, regular season, playoffs and championship tournaments. . Annually, the Varsity Operations unit manages the planning, organizing and execution of over 100 varsity games (often simultaneously) and hosted conference and national championships This position is also responsible for developing and managing game protocols and standards based on governing body regulations, department policy, and best practices as expected of a highly regarded athletic program and a world-class university.

The Manager, Varsity Operations manages the end-to-end operational execution of the Game Operations program and is also responsible for the strategic management and advancement of the unit. This position works closely and collaboratively with other programs such as the Marketing, Communications, Development & Alumni Engagement, Integrated Support Team and Partnerships Units in the department. This position will require evening and weekend work.

Organizational Status

Athletics & Recreation (A&R) is a department within the VP Students portfolio, with a strong focus on creating an exceptional UBC student experience. The A&R Department has a team of approximately 150 employees, and is led by a strong cross-unit management team. The department services over 60,000 students through recreational programming, 26 varsity teams, and 13 competitive clubs along with thousands of members of the UBC community.

This position is an integral member of the Varsity Leadership Team and is responsible for managing the Coordinator, Varsity Events, Coordinator, Events and Operations – War Memorial Gym and the Varsity Operations Assistant.

Work Performed

Game Day Operations

- Responsible for the end to end leadership of the Varsity Game Operations program, and the development and implementation of strategic plans for each program area within the game operations program.
- Manages the annual planning and organization for all varsity game and league operations, inclusive of pre-season and exhibition games, league games, playoffs, conference championships, national championships, and varsity student or program centered celebrations.
- Leads the development and management of the USPORTS and Canada West conference and playoff schedules for UBC varsity teams, in collaboration with the Varsity Leadership Team, varsity coaches, and league administration.



- Oversees the strategic development, recommendation, and implementation of UBC A&R policies, protocols, and procedures affecting game operations management.
- Works alongside senior leadership, varsity coaches, and administration staff as necessary to ensure cooperation, integration, and assistance in the professional administration of the Varsity Game Operations program areas.
- Ensures University, Work Learn, USPORTS, Canada West, and NAIA game management policies and regulations are strictly followed and enforced.
- Responsible for managing all aspects of game-day operations including scheduling, sport officials, facility logistics, ticketing, in-game promotions, security, and safety planning.
- Directs game operations communications including writing game-day scripts, public address content, and signage.
- Works directly with local police, fire, and campus authorities to ensure venue safety plans for each sport facility are in place and executed appropriately.
- Oversees the ticketing operations program and box office management.
- Works collaboratively with the Partnerships Unit to identify and pursue opportunities for game-day sponsorships and promotions.
- Responsible for developing and implementing a game management manual for each varsity sport and venue based on governing body regulations, department policy, and best practices.
- Liaises with multiple conferences and national sport governing bodies to ensure regulations compliance and to contribute to future planning.
- Leads on the development of bid proposals and associated grant submissions to host national championships, working closely with the Varsity Leadership Team, varsity teams, department administration, and community partners.
- Attendance at varsity games and celebration events is required (includes weekends and evenings)

Staff Management

- Responsible for the game operations staffing program, including recruitment, hiring, training, scheduling, supervision, coaching, and evaluation of approximately 100 student staff.
- Oversees training, scheduling, and supervision of additional sport-specific minor officials and technical game staff.
- Sets staff priorities and projects within the Varsity Operations unit.
- Responsible for managing and providing ongoing leadership and development to the Game Operations staff.

Financial Management

- Oversight and preparation of Varsity Operations operating budgets. Sound fiscal management and oversight on Varsity Operations business operations.
- Responsible for the creation of a 5-year plan and long-term strategic planning for all areas within scope of position.
- Responsible for maintaining fiscal accountability, including the preparation of budgets, and reconciliation of all assigned accounts on a monthly basis.
- Manages physical inventory and inventory tracking systems to optimize inventory control procedures.

General Responsibilities

- Responsible for the development, implementation, monitoring, and evaluation of departmental policies and



procedures.

- Plays an active role in furthering the A&R's vision and values through sport science and sport medicine initiatives.
- Establishes productive, professional relationships with clients and stakeholders, including contracted external service providers.
- Prepares and maintains a variety of records and reports related to the work.
- Acts as a leader with the department by actively participating in standing and/or adhoc committees to ensure department strategic objectives as met.
- Attends meetings, staff training retreats and completes other tasks as necessary.
- Performs related work as required.

Consequence of Error/Judgement

This position represents the Department of Athletics & Recreation, the students, and the University. Incorrect decisions or poor judgement will directly affect the reputation of the Department and the University within the community at large. Misguided or poor decisions would have an impact on the operations and the reputation of the UBC Thunderbirds, UBC Athletics & Recreation, and the University.

The Manager, Varsity Operations is expected to exercise judgement, diplomacy, and tact in all interactions. Standards of leadership, professionalism, and customer service are essential.

Supervision Received

Works autonomously within defined program constraints. Reports to the Senior Manager, Event Operations and Promotions and is ultimately responsible to the Director of Internal Operations and Strategic Initiatives.

Supervision Given

Manages the Coordinator, Varsity Events, the Varsity Operations Assistant and provides direction to the Coordinator, Operations and Events – War Memorial Gym. Also, indirectly manages and provides supervision to approximately 100 part-time and student staff reporting to the Coordinator, Varsity Events.

Minimum Qualifications

Undergraduate degree in a relevant discipline. Minimum of five years of related experience, or the equivalent combination of education and experience.

- Willingness to respect diverse perspectives, including perspectives in conflict with one's own
- Demonstrates a commitment to enhancing one's own awareness, knowledge, and skills related to equity, diversity, and inclusion

Preferred Qualifications

- Post-secondary degree preferred
- Experience in game operations program management, in a college/university or multisport games environment preferred.
- Knowledge of Canada West, U SPORT, and NAIA league policies and procedures in relation to game and hosting required.





- Leadership and management skills with the ability to work within a team environment to guide, lead and mentor staff.
- Related human resources, administrative and supervisory experience in a large, multi-functional, complex organization.
- Ability to exercise initiative, tact and diplomacy. Demonstrated self-starter and ability to be innovative, flexible and entrepreneurial.
- Demonstrated conflict resolution skills.
- Ability to take initiative, analyze problems, identify key information and issue to identify effective resolutions.
- Ability to set priorities, organize workload and work within deadlines in a busy and complex environment.
- Strong financial, organizational, and time management skills required.
- Excellent oral and written communication, interpersonal and organizational skills.
- Ability to work well both as a member of a team and independently.
- Ability to exercise sound judgment, multi-task, prioritize and work effectively under pressure to meet deadlines.
- Ability to compose correspondence and other written materials using clear and concise business English.
- Strong computers skills essential including working knowledge of Microsoft Office Suite (including SharePoint).
- Ability to foster a cooperative work environment, get along, and work well with members of the department, supervisors, and other employees of the University.

How to Apply

Please submit your application through the [UBC Careers Page](#).

Posting End Date: 11:59pm on October 7, 2026

