

## Position Description



<i>POSITION TITLE</i>	<b>VICE PRESIDENT BUSINESS OPERATIONS</b>
<i>DEPARTMENT</i>	<b>BUSINESS OPERATIONS</b>
<i>POSITION HOLDER</i>	TBA
<i>MANAGER'S TITLE</i>	<b>PRESIDENT ICANN</b>
<i>POSITIONS REPORTING TO POSITION</i>	<b>OFFICE ADMINISTRATOR, MANAGER OF REGISTRY RELATIONS, MANAGER OF REGISTRAR RELATIONS</b>
<i>POSITION HOLDER'S SIGNATURE</i>	
<i>MANAGER'S SIGNATURE</i>	
<i>PREPARED BY</i>	ICANN
<i>DATE</i>	JUNE 2003

**PART A: POSITION PURPOSE**

The key purpose of this role is to ensure the normal operations of the organization continue to run smoothly and are enhanced by strong processes, financial controls and high quality people management.

**PART B: KEY RESULT AREAS AND KPI's PERFORMED**

- Identify the **Key Result Areas (KRAs)** (the main responsibilities) of the position.
- A **weighting out of 100%** has also be given to indicate how much of an importance the KRA has in the position.

These KRAs will form the base of the Performance Plan that is to be developed for the incumbent of the position. Each element of the performance plan will have explicitly defined goals attached in terms of **time, quality and delivery outcomes**.

The five Key Result Areas for this position are:

- **Business Operations & systems**           **45%**
- **Management Accounting**           **25%**
- **Compliance**           **10%**
- **Planning and Forecasting**           **10%**
- **People management**           **10%**

Each Key Result Area is further detailed on the following pages

**Business Operations & Systems                      Weighting                      45%**

**Responsibilities to be completed in a **timely** and **accurate** manner**

- Exercises general operational authority in absence of or under the direction of the President
- Manages the day to day running of the ICANN office
- Delivers in-house administration support to ICANN personnel
- Works with the Executive Team to ensure efficient allocation of resources across the business
- Oversees the smooth running of Registrar and Registry Relations Management
- Manages the development of the finance reporting function in line with anticipated & actual growth of the business.
- Oversees the management of the logistics of ICANN's meetings & conferences locally and internationally
- Ensures facilities are managed and controlled effectively
- Takes responsibility, within agreed limits, for signing of checks and commitments to liabilities
- Ensures all internal operational changes are planned, communicated and executed to agreed stakeholder expectations
- Manages relationships with key stakeholders that deal with the organization on an operational basis
- Reviews processes and systems to improve efficiency and effectiveness

**Management Accounting &    Weighting                      25%**  
**Information for Decision-making**

**Responsibilities to be completed in a **timely** and **accurate** manner**

- Directs and controls the financial operations of ICANN ensuring efficient and robust financial systems, processes, and reporting.
- Provides strategic financial advice to the President and key stakeholders
- Oversees reporting to ensure financial and other management information is provided to the Board, President, Executive Team, staff and stakeholders in accordance with deadlines
- Provides support to Board committees as required
- Recommends solutions and strategies for improving the organization's financial performance
- Reports on the management of cash flow within agreed framework
- Provides financial models to assist in the evaluation of proposals and deals the organization is considering
- Ensures quality financial, commercial and operational input to business initiatives
- Ensures all of the organization's assets are protected and accounted for
- Manages foreign currency exchanges on behalf of the organization
- Provides other management information as required

**Compliance**                      **Weighting**                      **10%****Responsibilities to be completed in a **timely** and **accurate** manner**

- Establishes, maintains and monitors internal operational control mechanisms to minimize financial and commercial risks
- Ensures compliance with all statutory, IRS and stakeholder requirements;
- Provides input into the Audit Committee Policies, Charters and Delegated Financial Authorities
- Oversees cooperation with independent audits
- Ensures organizational adherence to American Accounting Standards
- Manages the interpretation and implementation of internal administration policies and procedures
- Ensures adherence to Facilities and Building regulations

**Planning and Forecasting**                      **Weighting**                      **10%****Responsibilities to be completed in a **timely** and **accurate** manner**

- Participates as a member of the Executive Team in the development of the organization's strategy
- Works with the Executive Team to construct the annual business plan
- Constructs the budget for the organization in accordance with guidance provided by the President
- Finalizes the annual business plan and budget documentation
- Provides financial revisions and re-forecasts based on observations and relevant information

**People Management**                      **Weighting**                      **10%****Responsibilities to be completed in a **timely** and **accurate** manner**

- Advises on appropriate people resourcing to deliver to plans and budget
- Directs the management of day-to-day office administration and support
- Develops the ICANN culture through appropriate human resources strategy and operations
- Builds plans that support the selection and retention of quality employees
- Provides a mechanism that encourages the coaching and development of ICANN employees
- Develops and maintains systems to monitor employee performance and to provide feedback
- Ensures people management practices comply with all State and Federal Labor laws

## **PART C: SKILLS, EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS**

### **Competencies (skills)**

*What are the essential competencies (skills) required to perform the job? (e.g. written communication skills, people management skills)*

#### *Professional Skills*

- Highly numerate
- Commercial acumen
- Negotiation skills
- Influencing skills
- Attention to detail
- Staff supervision and management experience

#### *Technical Skills*

- Excellent written and verbal communication skills, including presentations on business affairs issues
- Strong computer literacy with Excel skills
- Strong technical accounting skills, including experience with appropriate financial management software.
- Broad exposure to all levels of management reporting
- Preparation and management of significant budgets
- Project management skills
- Human resource system development, including team and culture building experience

### **Personal Attributes**

*What particular aspects of personality are required to carry out the requirements of the position?*

- Ability to co-operate and work as part of a team
- Confidence to challenge existing practices
- Tolerance for stress
- Adaptability/flexibility
- Demonstrated success in working with the organizational, cultural and language issues that arise in an international business environment.
- A high level of interest and /or experience in the IT sector
- Exposure to an Internet technology culture would be advantageous
- Multi-task management – indirect and direct

**Experience/Knowledge**

- Proven experience at senior level in a commercial environment (at least 5 years experience)
- Extensive knowledge of business operations
- Ability to analyze at a high level market and business drivers
- Ability to provide strategic and commercial input to business decisions
- Ability to develop teams and culture

**Qualifications**

- Bachelors degree in accounting, business or finance
- Certified Public Accountant, or equivalent
- Some qualification or training in Human Resources Management would be desirable

**PART D: COMMITTEES/PANELS/TASKFORCES**

- Support to the Audit Committee
- Support to the Finance Committee
- Support to the Meeting Committee
- Support to the Board
- Business planning taskforces or projects as determined

**PART E: KEY CONTACTS****Internal**

- President and Departmental VP and GM's
- Finance and Administration team members (direct supervision)
- Registry Management (direct supervision)
- Registrar Management (direct supervision)
- Other ICANN personnel (indirect HR management)

**External**

- Customers
- General public enquiries
- External advisers
- Bankers
- External auditors
- IRS
- Contractors to operational activities

**PART F: DIMENSIONS OF THE POSITION**

*Other numerical information which may help to define the job (e.g. annual budgets, number invoices processed, budget accountability)*

- Accuracy of financial forecasts against budget
- Accuracy of Organization budget
- Manages within agreed Business Operations budget
- Manages within agreed Capital budget
- Accuracy of Head Count information
- Accuracy of financial models
- Accuracy and timing of administrative processes
- Number of claims against the organization (such as employee instigated actions) defended successfully
- Number of non compliance notices served against the organization
- Number of deals successfully negotiated

End