



Practice Coordinator Role

Who We Are

Roy Group is a leadership development firm based out of Victoria, BC. Our philosophy is unique, and we change the way participants and organizations view leadership. Whether in-person or virtually, clients have indelible experiences with us because of our distinctive content, our legendary delivery, and our laser-sharp attention to the things that matter.

Why Join Roy Group

We work to develop leaders at all levels, including you. Join us because you value doing work that is of the highest quality, you seek opportunities to be creative, and you appreciate the chance to focus deeply on meaningful work. If you have an appetite to dive into something that will help us up our game, there is room in this role to feed your passion.

Our clients are investing in their mentors and the next generation of leaders and trust us to help them keep the promises they're making to the world. It is brave of them to journey with us, and we're sincerely committed to helping humans be better leaders and, in turn, helping leaders be better humans.

We are a deliberately small, high-performing team of talented individuals. We take our work seriously and are uncompromising when it comes to quality. We also know it's vital to laugh together and create opportunities where we can focus and learn together. Our team retreats are epic.

We are a proud member of [1% for the Planet](#).

Roy Group has a space we call "HQ" - a common workspace where we meet, store inventory and gear, and have the occasional time-out in a hammock. However, team members mostly work remotely from the comfort of their home offices. We can provide equipment and support to make sure your personal workspace is set up to allow you to be at your best.

The Role

At Roy Group, a "practice" includes the delivery of learning experiences, coaching, and research focused on leadership for clients from multiple sectors. These services are delivered by Practice Leads who facilitate group-based learning experiences and one-on-one coaching engagements.

Our Practice Coordinator plays a critical role in making this work possible. The Practice Coordinator brings strong project management skills and coordinates the logistics that bring our Practice Leads and our clients together — in person or on Zoom — with everything required for a successful experience. This includes managing dates, times, locations, venues, catering, materials, travel needs, and all the details that allow our facilitators to focus fully on delivery.



Our ideal Practice Coordinator is a diplomatic, detail-oriented project manager who can support our Practice Leads and a wide range of client engagements, being involved in crucial steps along the client journey at Roy Group. The Practice Coordinator understands the cadence and rhythm of our external-facing work and is involved in delivering on the Roy Group brand from proposal signing through to event follow-up.

Clients and participants don't forget their experiences with Roy Group — for the right reasons — which means our focus and attention go into every detail so we can take client service to the next level. When the pace is quick, this means keeping calm and intentional while juggling priorities.

Events and Engagements

Coordinating ideal engagements and events involves devising timelines and managing overlapping workflows by outlining project deliverables and tracking each detail during an event's duration.

Each engagement requires a specific plan that may include, registration, venue (virtual or “real”) planning, catering, communications, travel, materials, and gear, all of which are determined in conjunction with the team and the client and subsequently are organized by the Practice Coordinator. The Practice Coordinator may be required to negotiate contracts and agreements with service providers and track event requirements like insurance, deposits, and deadlines.

Client-facing communications in English are fundamental to our work and must be on-brand and high quality. These include surveys, reports, emails, letters, etc. Our Practice Coordinator will need to be comfortable connecting 1:1 with high-level executives and will use MailChimp a LOT!

Technical tools and third-party providers help us manifest exceptional learning opportunities. Effective administration of learning tools contributes to project success and client satisfaction.

We've just started using Pipedrive as a CRM and project/sales management tool. Experience with Pipedrive or a similar software would be an asset.

Supporting the Team

Ensure administrative functions (invoicing, contact records, etc.) are performed impeccably and with the proficiency to improve our systems along the way.

Attend weekly meetings with Hub and Practice Leads as well as monthly team meetings, quarterly planning sessions, and bi-annual retreats.

Anticipate and plan travel requirements for Practice Leads, Founders, and Facilitators.

Manage and update details for events in shared calendar and project-tracking tools.

Assist with client-communication and relationship-management on behalf of Practice Leads, especially when their travel schedules are hectic.



Qualifications and Requirements

- A minimum of 3+ years working in a service-oriented role and some post-secondary education is preferred;
- Strong project management capability — defining the end goal, creating a clear project plan to achieve that goal, managing timelines and dependencies, and proactively executing the plan while adapting as conditions change;
- Systems savviness – comfort working across multiple systems and tools, spotting inefficiencies, maintaining clean and reliable information, and contributing ideas that help us improve how our systems support our work (there's no way we're doing everything perfectly — help us get better);
- Self-disciplined time management and ability to prioritize effectively (there are no punch cards here);
- Technologically inclined – we use multiple software tools and platforms. You don't need experience with these specifically, however having solid familiarity with technology is required;
- Willingness to pitch in when needed and courage to seek help as required – teamwork is dream work;
- Comfort with varying levels of ambiguity and the resilience, creativity, and flexibility to adapt appropriately.

Additional information

This is a full-time role of 40 hours per week, with benefits, and professional development opportunities. There is an expectation of being able to self-manage the work schedule necessary to keep up with Roy Group's calendar of events. Most of the work will be conducted remotely with some duties performed at Roy Group Headquarters or at on-site events.

Ideally our preferred candidate is based in Victoria. Some travel within Canada may be required.

Roy Group is a living wage employer and the starting salary for this role is between \$60,000 and \$65,000 based on experience and qualifications.

Application is by email: Send your résumé and cover letter as a PDF file to Contact@RoyGroup.net
Subject line: Application for Practice Coordinator

Deadline: Noon (PDT) on 17 February 2026

Please note that we'll only respond to those candidates we choose to interview, but we are grateful for your interest either way.

Roy Group's Headquarters is located on the traditional territory of the WSÁNEĆ people on the southern tip of Vancouver Island.