Job Description

Part-Time Manager

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| **Position Title:** | Spark Director |

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| **Term of Employment:** | March 18 – April 1 (1 Year and 2 Weeks) |

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| **Supervisor(s):** | Executive Board through Vice-President (Administration) |

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| **Supervisee(s):** | Spark Assistant Director |

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| **Remuneration:** | Grade ? |

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| **Hours of Work:** | ? hours per week |

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| **General Purpose & Scope** |

The **Spark Director** shall be responsible for the planning and implementation of MSU Spark, the MSU’s first-year transition support program. The **Spark Director**  shall coordinate a team of like-minded students to facilitate a successful transition to university for first-year McMaster students that focuses on education, resiliency, and overall personal development throughout the course of the year. The **Spark Director** accomplishes this goal through supporting the executive team in the creation of first-year oriented events, sessions, and resources. The **Spark Director** serves to establish a vision for MSU Spark and guide its executive and volunteer teams towards the unified goals of the Service as a prime resource for McMaster students by creating a sense of community amongst the first-year population.

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| **Duties & Responsibilities** |

### Supervision/Professional Development (30%)

* Act as the chair for all Service executive meetings.
* Delegate duties appropriately to executives and volunteers in pursuit of MSU Spark’s annual vision.
* Ensure that MSU Spark’s mandate is upheld by all its volunteers and executives.

### Support the executive team in completing their roles via goal development and regular check-ins.

* Work with the Spark Assistant Director to provide appropriate accommodations to volunteers and executives, where possible.
* Plan, coordinate, and attend executive and volunteer appreciation events with the Spark Assistant Director and executive team, where appropriate/possible.
* Work alongside the Spark Assistant Director to coordinate and execute volunteer and executive hiring cycles for the Service.
* Work alongside the Spark Assistant Director to develop (i.e., create, record, review, edit, caption), administer, and track training of the Service’s executive team.
* Work alongside the Spark Assistant Director to administer training of the Service’s volunteer team.
* Work with the Spark Assistant Director to establish and enforce guidelines and expectations for Service volunteers.
* Address and/or appropriately forward all questions or requests (e.g., reference letters) from Service users, executives, or members of MSU Spark.
* Establish and enforce guidelines and expectations for Service executives.

### Budget/Finances/Materials (10%)

* Work with the Vice-President (Finance) to develop an annual budget plan and abide by the financial resources available to the Service.
* Regularly communicate with the Vice-President (Finance) on financial matters/inquiries.
* Work with executives and community stakeholders to obtain donations and sponsorships, where/however appropriate.
* Review all requests for expenditures related to the activities of MSU Spark.
* Order all necessary supplies to provide access for Service users to adequate inventory through the MSU Spark.
* Prepare Purchase Orders (POs) and Standing Orders as required within the designated shared file/folder.
* Maintain proper records of POs, expenditures, reimbursement requests, and incoming sponsorships/donations within the designated budget tracker.
* Maintain a comprehensive inventory of all Service materials and supplies.

### Internal Communications/Collaboration (15%)

* Communicate training details to all executives in a timely manner.
* Coordinate MSU contacts to help promote events with MSU Services, McMaster campus organizations, and the surrounding McMaster community.
* Participate in Part-Time Manager meetings and training sessions, as requested by the Vice-President (Administration).
* Prepare a detailed year plan, final report, and two to three (2–3) reports per term for submission and presentation to the Executive Board (EB).
* Prepare other reports for submission to various MSU departments, as requested by EB.
* Create, update, distribute, and explain a transition document for the incoming Spark Director.
* Coordinate with volunteers and executives to communicate relevant information with Service users, where and however appropriate.

### Innovation/Initiative (15%)

* Work with the Vice-President (Administration) to develop hiring processes for MSU Spark's incoming executives.
* Work with the Spark Assistant Director and executives to develop hiring processes for MSU Spark's incoming volunteers.
* Establish the short-term vision for MSU Spark in collaboration with key stakeholders [e.g., the Outgoing Spark Director, the Vice-President (Administration), etc.] to reflect community needs and MSU Spark’s core values.
* Regularly review and refine previous activities, services, and/or initiatives to ensure continued growth/development of the Service.
* Work with the Spark Assistant Director to coordinate and integrate relevant technological services and platforms used to facilitate service delivery, as necessary.
* Regularly collect feedback from Service users, volunteers, and executives to gauge the efficacy of MSU Spark.

### Judgement/Thinking (10%)

* Work towards the creation of MSU Spark activities, services, and initiatives that are accessible to students of all identities, lived experiences, and socioeconomic statuses.
* Regularly verify and maintain the safety, order, inclusivity, and accessibility of MSU Spark’s programming for all Service users, executives, and volunteers.

### Work with the Spark Assistant Director and executive team to schedule optimal times for session groups to meet.

* Research and compare the prices of inventory purchases.
* Review all relevant policies and documents pertaining to the Service at least once annually to ensure accurate representation of current practices and both Service efficiency and growth.
* Respond to emergency situations that occur within the MSU Spark space or while volunteers were fulfilling Service-related duties (e.g., during an event, on the telephone, conducting peer support, facilitating drop-in space, etc.), where/however appropriate/possible.
* Work with the Spark Assistant Director and Vice-President (Administration) to establish and enforce Service usage expectations and restrictions, as necessary.
* Work with the Vice-President (Administration) and the MSU’s Human Resources to resolve internal and external Service-related conflicts, where necessary.
* Attend regular meetings with the Vice-President (Administration) to discuss Service goals, challenges, successes, and areas for support.
* Submit any overtime requests and/or reports to the Vice-President (Administration) complete with a detailed explanation for the need of any overages.

### Decisions/Actions (10%)

* Maintain the confidentiality of all individuals that interact with MSU Spark (i.e., Service users, volunteers, and executives).
* Assist the Spark Assistant Director with booking appropriate space/appointments for meetings,activities**,** and events.
* Prioritize tasks/goals for the year in line with the short-term vision for MSU Spark.
* Submit itineraries and risk assessments through Environmental & Occupational Health Support Services (EOHSS) forms prior to all Service programming.
* Create, update, and share an hour log with the Vice-President (Administration) to ensure appropriate weekly work completion.
* Participate in a performance evaluation process as set out by the Vice-President (Administration).
* Participate in and/or contribute to the completion of any miscellaneous administrative projects/duties (e.g., policy changes) as requested by the Vice-President (Administration).

### External Communications/Promotions (10%)

* Work with the Spark Assistant Director to coordinate with external parties to invite educators/speakers/presenters for training purposes, where appropriate.

### Recruit volunteers and executives with the Spark Assistant Director.

* Work with the appropriate MSU departments to promote MSU Spark on campus.
* Assist volunteers and executives in representing MSU Spark to members of the McMaster community during various campus-wide events (e.g., Welcome Week, Student Service Fairs, etc.).
* Request that executives and volunteers promote and advertise Service activities, services, and initiatives.
* Ensure the accurate and appropriate reflection of MSU Spark on all active promotional platforms, including their use of accessibility best practices (e.g., colour contrast, font type and size, image descriptions, alternative text, etc.).
* Work with the Spark Assistant Director and executive team to maintain accurate statistics on Service usage and engagement.
* Respond to general inquiries that are received via telephone, voicemail, or to the general MSU Spark email account.
* Interact with relevant companies, non-profit/community organizations, and independent actors to host initiatives and ensure that standing cooperative events continue, where appropriate.
* Promote external activities, services, and initiatives relevant to MSU Spark’s mandate, where appropriate.

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| **Requirements & Expectations** |

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| **Qualifications** |

#### Certification(s)/Affiliation(s)

* Current McMaster Undergraduate student
* Current MSU member

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| **Effort** |

#### Physical Effort

* Movement of event and/or session supplies may result in the need for lifting or pushing by the Spark Director, Spark Assistant Director, executives, or volunteers.

**Mental Effort**

* High degree of communication requirements may cause mental fatigue.
* Moderate degree of mental effort required to exercise judgment in disciplinary situations alongside the Vice-President (Administration) and the MSU’s Human Resources.

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| **Working Conditions** |

#### Job Pressure

* Financial pressure may result from budgetary decisions/limitations required for the Service to operate.
* Periods of increased coordination/communication among executives and volunteers may result in high levels of stress.
* Serial nature of events and fluctuations in time commitment demands throughout the term of employment may lead to high variability in stress levels.
* Often deeply personal connection to the community of Service users may result in internalized occupational dissatisfaction when Service goals go unmet.

#### Work Environment

* Frequent changes in working environment due to the variability in group sizes needed for events versus sessions.
* Workspaces often require distinct booking procedures before any members of the Service may use them.
* High demand of team inquiries may require unique communication standards and/or practices to establish a clear work-life separation with peer personnel.
* Colleagues often exude a high degree of passion surrounding their work.

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| **Training & Experience** |

#### Required

* Awareness and understanding of topics associated with the Service (e.g., first-year transition, needs of first-year students, available academic/health/leadership resources on and off campus, etc.).
* Awareness and understanding of the scope of the Service within the MSU, McMaster, and Greater Hamilton community.
* Experience as a manager/supervisor/leader for a team.

#### Preferred

* Experience as a volunteer/employee with any MSU Services.
* Experience with event and/or conference plans/organization/administration.
* Experience as a leader in a mentorship and/or leadership program.
* Experience as a committee/council chair.
* Experience with budgeting and financial accountability.

#### Provided

* Microsoft Office 365 use and navigation.
* Recognizing, and responding to disclosures of, sexual and gender-based violence.
* Accessibility and disability inclusion.
* Anti-racism/anti-oppressive practices.
* Responding to disclosures of drug use and sexual activity with appropriate harm-reduction strategies.
* Peer-support best practices.
* Space and group facilitation best practices.
* 2STLGBQIA+ inclusivity.
* Eating disorder awareness and responding to disclosures of disordered eating.
* Hiring practices.
* Social media and marketing.

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| **Materials & Equipment** |

#### Workstation

* Shared working space within the MSU Committee Room.
* Personal computer
* Full Microsoft Office 365 access.
* Limited free printer/photocopier access.