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**MSU Clubs Administrator**

Position: MSU Clubs Administrator

Reports To: General Manager

Last Updated: March 2020

Education: Related University or College Degree/Diploma or equivalent work experience

Qualifications: 1-2 years of related experience

Pay Grade: H

# OVERVIEW

The MSU represents full-time undergraduate students at McMaster University. The MSU’s purpose is to draw into a true society all students at McMaster University. In pursuit of this, it will foster activities and events which will enhance the University experience of its members and contribute to the life of the University as a whole. Further, it will seek to facilitate communication between the student body, the University and other organizations and will organize and regulate student self-government.

The Clubs Administrator is responsible for the overall administration of the MSU Clubs system. The role will act as the main source of support, the first point of contact, a planner and organizer of events and activities, manager of the Clubs Space, a mediator, and the budget manager for the department.  The Clubs Administrator will seek to foster and encourage relationships among clubs, MSU and University departments, and within the Hamilton community. The position ensures that all MSU clubs are aware of and follow the University and MSU’s policies and procedures. The position must operate in accordance to the vision, mission and values of the MSU. The position must remain knowledgeable in clubs policies, procedures, risk management requirements and legal requirements to ensure best practices.

The Clubs Administrator will provide leadership, oversight, and continuity to the operation of the MSU Clubs department. These duties will include, but are not limited to, overview of the MSU Clubs ratification process, the support of Assistant Clubs Administrator, ensuring compliance of clubs bylaws and policies, and liaising with the McMaster Equity and Inclusion Office, Student Affairs, Secretariat, and other stakeholders to support clubs operations.

**KEY RESPONSIBILITIES**

*Policy and Administration*

* Provides guidance in interpreting and applying policy and procedures to a variety of clubs situations;
* Works collaboratively with Clubs Advisory Council (CAC) and staff to:
  + Ensure all clubs follow all EOHSS policies and procedures;
  + Have official observer status on the CAC to act as a resource;
  + Implement CAC outcomes within their purview, as outlined in the MSU **Operating Policy - Clubs**, and ensure outcomes outside their purview are communicated to the appropriate body;
  + Recommend to the CAC annually opportunities to improve Club’s policies.
* Liaise with the Marketing and Communication Department to ensure that the clubs system is appropriately and adequately marketed to students;
* Manage all matters pertaining to clubs insurance.
* Maintain an excellent understanding of MSU bylaws and operating policies pertaining to the club’s department and applicable McMaster University policies and procedures;
* Oversee and support the ratification process;
* Ensure all required dates and deadlines are adhered to:
  + Ensure compliance with**MSU Operating Policy – Clubs** and MSU bylaw*s and operating policies;*
  + Ensure Assistant Clubs Administrator is completing all required tasks relating to ratification;
  + Liaise with appropriate university partners regarding concerns throughout the process;
  + Conduct appropriate research into concerns brought forward by internal and external stakeholders.
* Develop and circulate an annual Clubs Manual;
* Conduct annual resource review of Clubs Department in collaboration with the finance department, board of directors, and CAC to determine how many clubs can be newly ratified in the following year;
  + Ensure the results of this review are published on the MSU website and presented to the Student Representative Assembly (SRA) prior to the new club application period;
* Research and analyse clubs systems across various post-secondary institutions to identify and implement best practices to ensure continues improvement and growth;
  + Create annual strategic plan for the department that aligns with the organization’s long-term plan;
* Create and implement a long-term plan for the clubs department in collaboration with the MSU Board of Directors and the MSU General Manager.

*Dispute Management*

* Receive and respond to clubs complaints.
  + Direct clubs’ complaints to appropriate bodies;
  + Escalate complaints to CAC when applicable;
  + Provide adequate follow-up to complainants and respondents following resolution;
  + Ensure sanctions placed on clubs are upheld appropriately.
* Manage escalated dispute resolution;
  + Act as a mediator for club conflict when appropriate;
  + Liaise and refer to appropriate university office if out of the scope of the MSU;
  + Liaise with the MSU Director of Human Resources and other applicable staff in finding appropriate resolution.
* Liaise with the MSU Director of Human Resources, the McMaster Student Support and Case Management Office, the McMaster Equity and Inclusion Office, and McMaster Security Services where appropriate;
  + Escalate issues to MSU Human Resources when deemed outside of the scope and expertise of the Clubs Administrator.

*Clubs Training & Development*

* In conjunction with the Assistant Clubs Administrator and Clubs & Accounts Receivables Clerk, identify, develop and monitor training opportunities and requirements for MSU Clubs;
* Conduct annual onboarding training for clubs;
* Develop skill-building training sessions for clubs’ executives outside of annual onboarding training;
* Support the training and onboarding of the CAC;
* Identify internal and external training programs to address clubs competency gaps.

*Financial & Budget Supervision*

* Ensure all MSU assets (i.e. property and/or resources) used by clubs are properly handles and maintained;
* Manage Clubs Department Budget.

*Management Function*

* Supervise the Assistant Clubs Administrator;
  + Ensure they are completing all tasks outlined in their Job Description and MSU **Operating Policies – Clubs;**
* Oversee the event and risk management of all MSU clubs.

**QUALIFICATIONS**

The successful candidate will have the appropriate credentials and a proven record as a collaborative leader within an organization of relevant activity and scope. The ideal candidate will have a passion for working with students in a high-energy, dynamic environment. Experience fostering growth in young leaders, supervisory experience, business administration skills, and conflict management experience is an asset.

**Knowledge, Skills and Abilities**

* Minimum 1 year experience in similar role
* Minimum college diploma in field commensurate with responsibilities
* Must have good interpersonal skills in order to effectively communicate with a variety of different people including clients, students, part-time staff, full-time staff, peers, and superiors
* Excellent supervisory skills are required in order to direct and encourage employees to work effectively
* Must have a good working knowledge of MSU policies and legislative guidelines
* Must be up to date on all health and safety legislation (e.g. WHMIS)
* Must be able to work with minimal direction
* Discreetness required, as the incumbent will be privy to sensitive and confidential information
* Excellent written and verbal communication
* Strong decision-making and problem-solving skills
* Works comfortably under pressure and meets tight deadlines
* Excellent record keeping, organizational, and conflict management skills

**WORKING CONDITIONS**

**Effort**

* Jointly responsible for all day-to-day operations and long-term planning in conjunction with the MSU Board of Directors and MSU General Manager, with consideration to anticipated business activity
* High degree of multi-tasking required
* Ability to make decisions quickly

**Working Conditions**

* General office environment
* Must be able to work effectively with frequent interruptions to meet the needs and requests of staff and students
* Regular use of a computer may cause eyestrain if not managed
* Frequency of pressures will be cyclical with a higher level of activity in the academic year
* Time demands may exceed stated hours of work

**Equipment**

* Standard office equipment provided