



Introduction

The McMaster Students Union (MSU) has been supported by the leadership of the current General Manager for over 20 years. The role has been instrumental in working with the various student-led boards, staff, campus, and community partners to evolve the organization to where it is today. He will be leaving the organization in the summer of 2024 and the MSU is seeking a successor.

The MSU is seeking a highly collaborative, visionary with exceptional relationship building and advocacy skills who is passionate about working with, influencing, and championing the ideas of a group of energetic student leaders and industry leading staff. Senior leadership experience, some of which may have been gained in a student association or other non-profit organization, and the ability to lead a complex organization operating a variety of businesses, services and advocacy efforts is required. The successful candidate will be very student-centered, open to student perspectives, and not be daunted by working with a board that changes annually.

The role is responsible for the operations and management of the MSU. This includes but is not limited to; most of its affairs and projects on behalf of the annually elected Board of Directors. A full list of services can be found at www.msu.mcmaster.ca. The current staff complement is approximately 40+ full time, 130 + part time staff, too many volunteers to count and an annual budget of \$13 million annually. We believe student life is on campus and do expect the successful candidate to be on campus to perform their duties as General Manager.



GENERAL MANAGER

Position:	General Manager
Reports To:	Board of Directors
Last Updated:	September 19, 2012
Education:	Bachelor Degree in Business or related discipline MBA, CMA or equivalent preferred
Qualifications:	Min. 5 years of directly related experience in a similar management role
Pay Grade:	M - \$2158.12 weekly

OVERVIEW

The MSU represents full-time undergraduate students at McMaster University. The MSU 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.

Operating as a not-for-profit incorporated entity, the MSU is a unique organization with a wide spectrum of activities. The Student Representative Assembly and Board of Directors change every 12 months. It is largely the responsibility of the General Manager along with full time staff to provide continuity to the organization. The incumbent must value continuous mentorship to the student leaders and be flexible to adjust to numerous demands and shifting priorities. These services include but are not limited to; food & beverage operations, health & dental plan, campus events, student centre, and student clubs.

The primary role of the General Manager is to assist the Board of Directors and the Executive Board in maintaining the vision and mission of MSU, while ensuring that the organization is operating to support the best interests of MSU members. The General Manager is also responsible for providing continuity to the organization by mentoring and advising the Board of Directors on matters related to all operations of the MSU, including financial, legal, human resources, and the annual transition of the Board of Directors.

The General Manager is accountable to the Board of Directors for the management and performance of the MSU. The General Manager ensures efficient use of all resources while focusing on quality service delivery for student members and the purpose of the MSU. The General Manager shall ensure that business practices of the MSU operate in accordance with applicable law, as well as the MSU mission, constitution, policies and procedures.

KEY RESPONSIBILITIES

Operations and Human Resources Management

- Ensures that the operations, programs and services delivered by MSU are efficient, innovative, and leveraging technology to enhance effectiveness and meet the changing needs and expectations of students.
- Determines the optimal organizational structure and staff requirements to ensure cost effective operational management and program/service delivery.

- Creates and fosters a safe, open, respectful and collaborative work environment for all staff that encourages innovation and engagement; takes appropriate and decisive action in dealing with issues affecting the organization.
- Provides coaching and mentorship to staff, while supporting overall portfolios to ensure objectives and goals are met.
- Oversees the planning, implementation and evaluation of all programs, services, business operations and management.
- Oversees goal setting, performance evaluations, salary increases, training and professional development for all staff.
- Responsible for the hiring, onboarding, performance management, and termination of direct reports.
- Ensures human resource policies are consistent with best practices and applicable laws

Strategic Planning

- In partnership with the Board, develop a vision and strategic plan that will achieve the mission and vision of the organization, and is focused on long-term planning, sustainability and growth.
- Ensures that the strategic direction and initiatives are clearly understood and executed by the management team.
- Develops relevant key performance indicators, monitors and reports on progress and milestones to the Board.
- Prioritizes resources into annual operating plans that will achieve strategic goals and provides support and leadership to the management team in the implementation of the strategic plan.

Stakeholder Relations

- Establishes and maintains professional and collaborative relationships with McMaster and other relevant stakeholders.
- Leads the development and implementation of MSU's government relations and advocacy plan to ensure the MSU's needs are acted upon and that positive results are achieved in advancing the organization's mission and vision.
- Serves as the spokesperson for the MSU on operational issues when requested by the Board of Directors.
- Enhances the MSU's profile by representing organization at relevant student and institutional functions.
- Identifies and fosters strategic alliances and partnerships that will assist MSU in fulfilling its mandate.

Governance

- Drives Board education and director orientation, onboarding, and transition planning to ensure the Board is confident in their ability to deal with issues.
- Advises Board on all aspects of their portfolio, providing historical and political context, industry practices and norms; provides insight and advice on any issue regarding student governance, as requested.

- Ensures a strong governance structure and culture exists based upon the highest ethical standards and that the Board is fully informed on appropriate issues and policy decisions in a timely manner.
- Identifies, assesses and informs the Board of internal and external issues that affect the Student Union and acts as a professional advisor to the Board on all aspects of the MSU's activities.
- Ensures that the Board and its committees have the appropriate staff support and that meeting agendas and minutes are maintained.
- Ensures compliance with Ontario Not-For-Profit Act
- Prepares reports for Board meetings that incorporate reliable data, research, analysis and supporting information to facilitate a greater understanding of pertinent issues and data-based decision-making.
- Drafts policies for applicable Board approval and prepares procedures to implement the organizational policies; reviews existing policies and recommends changes to the Board as needed.
- Ensures that the MSU's activities and operations are performed in compliance with the bylaws, governance structures, and laws that govern operations.

Financial Stewardship and Risk Management

- Collaborates with the Vice President (Finance) and Director of Finance to ensure the development of a comprehensive and sustainable financial plan that includes short- and long-term perspectives.
- Ensures that budgets and forecasts are being monitored and that financial controls are in place to ensure financial stability of the organization.
- Negotiates contracts and oversees expenditures within the authority delegated by the Board.
- Ensures the Board receives comprehensive, regular reports on the revenues and expenditures of the organization.
- Ensures that the MSU follows all internal policies and statutory requirements.
- Monitors the budget and collaborates with the Vice President (Finance) and Director of Finance to adjust resources in response to changing assumptions and trends that may impact revenue.
- Ensures that the funds, physical assets and other property of the MSU are appropriately safeguarded and administered.
- Oversees the investment portfolio
- Ensures that proper internal and financial controls are in place to manage and mitigate risk.
- Identify and evaluate risks to the organization, its staff, Board, and stakeholders that may affect property, finances, reputation, and image and ensures measures are implemented to control risks.

QUALIFICATIONS

The successful candidate will have the appropriate post-secondary 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. A strong financial background is also required. The following qualifications are minimum expectations for the successful candidate:

- Post-Secondary education in Business or equivalent.
- MBA, CMA or equivalent preferred.
- Experience in the post-secondary and/or non-profit sector.

- Minimum 5 years experience in a similar management capacity.
- Must exhibit strong business acumen skills; be able to demonstrate flexibility and adaptability to change, and an ability to manage people, time and resources.
- Experience in managing corporate finances including the development of an annual budget, the preparation of financial documents, and a strong knowledge of Generally Accepted Accounting Principles
- Familiarity with a Board of Directors governance structure, and the Not-for-Profit Corporations Act of Ontario.
- Experienced in policy implementation and creation.
- Ability to work some weeknights and weekends.
- Ability to travel between McMaster campuses.
- Must be legally able to work in Canada.
- Must be willing to undergo a criminal records check.