



# Operating Policy – The Hub

## 1. Purpose

- 1.1 To provide parameters for operations of The Hub.

## 2. Operating Parameters

- 2.1 The purpose of this facility shall be to provide non-academic space for student focused programming.
- 2.2 As per The Hub referendum and through student consultation the following spaces are included in the facility:
  - 2.2.1 The Nest (Atrium)
  - 2.2.2 MSU Student Market;
  - 2.2.3 Blue Lounge;
  - 2.2.4 Collaboration Suites;
  - 2.2.5 MSU Food Collective Centre (FCC);
  - 2.2.6 Meeting Rooms;
  - 2.2.7 Community Kitchen;
  - 2.2.8 Multi-Faith Prayer Rooms;
  - 2.2.9 Ablution Rooms;
  - 2.2.10 The Loft (Multi-Purpose Space)
- 2.3 The day-to-day operations shall be overseen by the MSU Hub Facility Coordinator and the Student Life Director on behalf of the General Manager and Board of Directors.
  - 2.3.1 The Campus Events and Clubs Department shall be prioritized by The Hub staff to meet the programming needs of MSU members, services, and clubs.
- 2.4 Annually, between May and August, the Student Life Director shall provide a report to the SRA outlining:
  - 2.4.1 Student feedback on operations;
  - 2.4.2 A Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis;
  - 2.4.3 Updates on upcoming projects and operational enhancements.

Approved \_\_\_\_

### 3. Hub Policies

- 3.1. The SRA will empower the Board of Directors, General Manager and Hub staff to develop internal policies, protocols and practices to provide a framework for The Hub's daily operations:
  - 3.1.1. Where Hub policies fall silent, MSU policies will be applicable;
  - 3.1.2. Hub or MSU can supersede regulatory parameters to users, facility and tenants of The Hub.

### 4. Finances

- 4.1. The MSU will be responsible for the operational costs associated with the facility. This includes, but is not limited to:
  - 4.1.1. Events;
  - 4.1.2. Staffing;
  - 4.1.3. Production.
- 4.2. McMaster University will be responsible for the capital and maintenance cost of the facility. This includes, but is not limited to:
  - 4.2.1. Construction;
  - 4.2.2. Custodial;
  - 4.2.3. Utilities.
- 4.3. Activities and operational costs as outlined in **Section 4.1** will be financed through the MSU MUSC reserve for five (5) years, ending in 2029.

### 5. Arbitration

- 5.1. Where there is dispute and/or ambiguous terms of operation, the matter will be adjudicated by the MSU President and Dean of Students or designate.

### 6. Personnel Structure

- 6.1. The Student Life Director, who shall:
  - 6.1.1. Supervise and provide leadership to the Campus Events, Clubs and Hub operations of the MSU under the guidelines, polices and parameters outlined by the MSU;
  - 6.1.2. Primarily provide the administrative, operational and financial leadership of The Hub;
  - 6.1.3. Ensure the ongoing stability and growth of the HUB by developing and maintaining administrative and financial infrastructures,

managing common space, and promoting activities and facilities of The Hub;

- 6.1.4. Provide leadership, oversight, and continuity to the operation of the MSU Clubs department;
- 6.1.5. Perform other duties as outlined in the Student Life Director job description;
- 6.1.6. Be hired by and be responsible to the Board of Directors through the General Manager.

6.2. The Hub Facility Coordinator, who shall:

- 6.2.1. Provide proactive, quality front-line customer service to a diverse population of current and prospective students, staff, faculty, visitors, and post-secondary partners;
- 6.2.2. Provide logistical support to the coordination of events within The Hub;
- 6.2.3. Perform other duties as outlined in The Hub Facility Coordinator job description;
- 6.2.4. Report to the Student Life Director;
- 6.2.5. Be hired by The Student Life Director and the General Manager (or designate)

6.3. Student Life Representatives, who shall:

- 6.3.1. Act as the first point of contact for inquiries regarding The Hub;
- 6.3.2. Act as a liaison between the MSU and McMaster community;
- 6.3.3. Ensure the upkeep of The Hub by supporting the set-up and take-down of booked spaces, as well as ensuring all furniture is in its' designated spot on a daily basis;]
- 6.3.4. Provide support to the operations of the Hub under the direction of the Student Life Director;
- 6.3.5. Perform other duties as outlined in the Student Life Representative job description;
- 6.3.6. Be hired by the Student Life Director or designate(s).