



## General Manager

37.5 hrs week Salary £41K - £51K

Harlow Campus is the European Campus of Memorial University of Newfoundland in Canada which houses up to 60 students and faculty in its residences.

The General Manager is responsible for the day-to-day operations of Harlow Campus and Line Management of all staff.

A full-time opportunity has occurred at Harlow Campus for an energetic and conscientious General Manager. This is a unique and exciting post within a small but busy and vibrant facility. The ideal candidate will possess excellent skills in facilities and operations management with an emphasis on Health & Safety and Customer Service. The General Manager will also work with the Academic Director on aspects of program development. An understanding of student affairs/development is desirable.

**Closing date for this post is Wednesday 1 December 2021.**

**Interviews will be held virtually after the closing date**

Because of the varied and sensitive nature of the work involved, the successful applicant will possess exceptional interpersonal and communication skills.

To apply, CV and covering letter should be sent to:

Margot Brown, Executive Director  
Office of the President  
[mbrown@mun.ca](mailto:mbrown@mun.ca)

For a copy of the data protection and privacy policy please contact :

[harlow@mun.ca](mailto:harlow@mun.ca)

Qualified candidates are encouraged to apply; however, British citizens and permanent residents will be given priority. Memorial University is strongly committed to employment equity and especially welcomes applications from all qualified candidates, including women, members of visible minorities, members of sexual minorities and persons with disabilities.

The personal information requested in your application is collected under the authority of the Memorial University Act (RSNL 1990 c M-7) for the purpose of identifying and recruiting candidates; assessing applicant qualifications; and maintaining records pertaining to the administration of employment with MUN (UK) LTD.

If you are a successful candidate, this information will form part of your permanent employment record and will be used for other activities related to the employment process.

If you have any questions about the collection, use and disclosure of the information, please contact MyHR, Department of Human Resources, at (709) 864-2434.

Please be advised that we are unable to provide updates on current competitions.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

## General Manager

<b><u>Responsible to:</u></b>	MUN (UK) Directors with line reporting to the President and Vice-Chancellor, Memorial University
<b><u>Hours of Work:</u></b>	Full time 37.5 per week Flexibility required including weekends as necessary to meet the needs of the business
<b><u>Salary:</u></b>	Grade 8; spine point 36-43 (44-45 discretionary points)

### **Job Description**

Responsible for the day-to-day operations of Harlow Campus and Line Management of staff. The position of General Manager is key to Memorial's internationalization efforts, ensuring MUNL students are well supported for a successful and safe experience abroad.

### **Main duties**

#### **Organisational Objective**

- To ensure that the key objectives identified in the current business plan are met, within given timescales.

#### **Staff**

- Fulfil the HR function for all staff, to include: appraisals & review, training & development, maintaining of staff records, welfare of staff and the management of absence and annual leave.
- To conduct regular staff meetings.
- To maintain HR policies and procedures.

#### **Students**

- Provide pastoral care for all students while promoting welfare, safeguarding, diversity and inclusion.
- Ensure new students are welcomed and settled into the Campus.
- Be responsible for ensuring that all student requirements are met (within reason).
- Work in partnership with student proctors.
- Be responsible for provision for all non-academic information to students, including passing on information regarding current UK immigration laws.
- Assist with Faculty of Education at Memorial, in the placement of Education Interns within local schools, and acting as liaison with local schools.
- Support the Academic Director, Harlow Campus, and liaise with faculty at Memorial, and external links, to ensure the implementation and support for all new and existing Harlow programmes.

**Memorial staff and faculty**

- Communicate regularly with the Director, Internationalization Office, on efforts related to strategic internationalization.
- Liaise with new Memorial faculty members interested in developing a program at Harlow campus.
- Work with faculty to schedule their program delivery at the campus, ensuring maximum usage of available time slots for pre-existing and new programs.
- Support faculty with logistical planning of program excursions.

**Customer service**

- Be responsible for ensuring that a good level of customer service is maintained at every level.
- Be responsible for responding to, and dealing with, any customer complaints.
- Ensure that regular and on-going customer service training is carried out for all staff.
- Be responsible for the maintenance for all policies in relation to customer service.
- Ensure that regular exit surveys are completed and action taken where relevant.

**Facilities**

- Overall responsibility for the maintenance of all campus buildings, equipment and grounds, ensuring there is a clear and costed maintenance plan in place which provides for an effective level and maintenance for both the interior and exterior of the buildings of Harlow Campus.
- Be responsible for keeping inventories of equipment, fixtures & fittings, and ensure the learning and living environment is appealing to students and others using the Campus, including updating equipment, furnishings and resources with budget.

**Accommodation**

- Be responsible for managing all bookings and inquiries for accommodating both Memorial and non-Memorial residents.

**Safety**

- Act as safety officer for Harlow Campus, having direct responsibility for ensuring the safety of all staff and residents at all times.
- Be responsible for maintenance of ALL Policies and Procedures.
- Be responsible for ensuring that annual Fire Safety and Health & Safety risk assessments are carried out.
- Be responsible for keeping all records (including training records) with regards to Fire Safety and Health & Safety.
- Be responsible for ensuring that safety and security systems are serviced & maintained regularly.
- Be responsible for managing the control of any identified risk from legionella bacteria.

**Finance**

- Be responsible to ensure that individual departments are controlling expenditure in line with their departmental budget.
- Develop an annual budget in conjunction with the Finance Manager.
- Ensure the monthly payroll is run for all staff in the absence of the Finance Manager.

**Functions, Conferences and Events**

- Organise facilities, resources, catering, staffing and logistics for all Memorial and non-Memorial functions and events.

**Community**

Build and foster links with external organisations.

**Marketing**

Liaise with Marketing and Communications at Memorial in the development and implementation of Harlow's marketing plan.

- Have overall responsibility for maintaining the Harlow Campus website, assisted by the IT Systems Administrator.
- Ensure regular updates to all social media platforms are performed.

**Alumni**

- Assist Alumni of Memorial in its efforts to develop regular meetings and events in the UK at which a profile of the Harlow Campus can be raised.
- Attend functions as a representative of Harlow Campus.

**The General Manager is formally the secretary/administrator to MUN (UK) Ltd and the Harlow Campus Scholarship & Bursary Trust**

**Any other reasonable task as required by the MUN (UK) LTD Directors**