

ROLES AND RESPONSIBILITIES

GENERAL MANAGER

The General Manager (GM) is the Manager and one of the “faces” (along with the President) of the organization. He/she is charged with the every-day management and administrative running of the organization. This management includes operational and administrative responsibility. The GM is appointed by and reports directly to the Board of Directors.

The GM provides management, human resource management and financial management in reaching the organizational vision and objectives. The GM creates short-term and long-term plans, establishes budgets and communicates the vision and strategy to all staff. He/she supervises staff to motivate and retain key talent and ensure a succession plan is in place. He/she ensures that the staff is informed about key initiatives and has the information they need to perform.

The position requires a very high level of integrity, as will deal with confidential, multifaceted and sensitive information. He/she will possess the ability to complete complex tasks and projects quickly, make smart, informed and timely decisions while exercising appropriate levels of urgency and judgement to situations that require time-sensitive responses. He/she will monitor the organizations movement towards the future. He/she is high-energy, proactive, resourceful and dedicated and share a passion for the mission and vision of WorldSkills Europe.

SKILLS/QUALIFICATIONS

- Develop and apply a high level of understanding and awareness of WorldSkills Europe’ goals, objectives and priorities to effectively navigate inquiries and requests
- Excellent presentation skills
- Self-confidence
- Promote process improvements
- Decisive decision-making skills
- Possess realistic optimism
- Extremely competent with technology and ability to learn new things quickly
- Ability to maintain complete professionalism under extreme pressure
- Outstanding communication (written and verbal), interpersonal and organizational skills
- Strong relationship management skills
- Exceptional leadership skills
- Must have high patience level
- Capable of working extra hours whenever necessary
- Capable of handling difficult situations
- Ability to listen well
- Superior attention to detail
- Ability to meet deadlines while addressing multiple requests
- A high level of integrity and discretion in handling confidential information is critical
- Ability to simplify. To find order in chaos
- Articulate and champion the organization vision
- Identify, grow and deploy core competencies within team
- Build the team
- Define clear cut objectives
- Deliver objectives
- Remove obstacles for the team

- Establish and enforce a strong work culture in a virtual environment
- Focus on both short and long term
- Early problem identification
- Ability to solve problems
- Encourage continuous learning at all levels
- Willingness to take calculated risks
- Ability to efficiently ‘read’ people and situations
- Ability to delegate efficiently and appropriately
- Meeting management

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STRATEGY

- Work closely with the President in providing the support and execution of matters relating to the President’s role and the overall organisation’s activities (President or Chair of the Board role).
- Work closely with the Chair and Vice Chair of the Strategy and Committee in providing the support and pursuit of matters relating to the Strategic Committee
- Work closely with the Chair and Vice Chair of the Competitions Committee in providing the support and execution of matters relating to the Competitions Committee
- Work to implement effective strategic partnerships
- Align the Secretariat’s operational priorities with the strategic objectives of the organisation and report on the effectiveness of the outcomes

COMMUNICATIONS

- Always provide quality customer service internally and externally
- Respond to emails within appropriate timeframe
- Regularly report to various stakeholders
- Chair regular Secretariat meetings (videoconferences)

ADMINISTRATION

- Produce and circulate agendas and supporting documents prior to the meetings
- Manage the Organisation’s finances within the agreed budget and prepares the annual accounts for audit
- Ensure that the organisation’s legal and due diligence requirements are met
- Manage the various administrative tasks that are the responsibility of the Secretariat
- Support operations and administration of Board by advising and informing the Board of Directors, interfacing between Board and staff, and supporting Board’s evaluation of GM
- Organize and maintain digital information
- Prepare and edit correspondence, reports and presentations

PUBLIC RELATIONS

- Be one of the “faces” of the organization at functions, meetings and in the media
- Assure the organization and its mission, programs, products and services are consistently presented in strong, positive image to relevant stakeholders

OPERATIONAL

- Organize and prepare meetings of the governing bodies, standing committees and other such committees as directed

- Ensure that agreed decisions and action items from these meetings that are the responsibility of the Secretariat are carried out
- Advise and work closely with the Members hosting a Competition on all strategic and organizational matters as set out in their respective Organization Agreement with WorldSkills Europe
- Provide leadership, management, administration and services support to the overall Event
- Be responsible for the management of employees, contractors and volunteers who work for the organisation
- Formulate policies and planning recommendations to the Board
- Guide courses of action in operations by staff

MARKETING AND COMMUNICATIONS

- Service WorldSkills Europe existing partner relations with Members, sponsors and other organisations
- Develop and support new Members for the organisation
- Seek and develop new sponsors for the organisation
- Promote and market the organisation and its mission and objectives to the various stakeholders
- Provide clear & effective communication to the various stakeholders
- Promote and build on the existing brand value of WorldSkills Europe

SPONSORSHIP/PARTNERSHIP

- Oversee fundraising and sponsorship planning and implementations, including identifying resource requirements, researching funding sources, establishing strategies to approach partners, submitting proposals.

HUMAN RESOURCES

- Manage human resources of organization
- Support motivation of staff in organization
- Communicate high performance standards and also show confidence in the staff's abilities

ORGANIZATIONAL

- Enhance organization's reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Ensure that all work is done in accordance with the style and identity guidelines as well as the filenaming and document saving processes.
- Support the design of yearly budget and budget plans for Board approval and prudently manage organization's resources within those budget guidelines according to current laws and regulations.
- Ensure staff and Board have sufficient and up-to-date information
- Manage financial and physical resources

PROJECT BASED

- Complete projects and special assignments by establishing objectives; determining priorities; managing time; gaining cooperation of others; monitoring progress; problem-solving; and making adjustments to plans.
- Manage projects and conducting studies

PROFESSIONAL DEVELOPMENT

- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; and participating in professional organizations

REQUIREMENTS FOR EXPERIENCE

- Has managed a National Skills Organisation or
- Has organised a national skills competition or
- Has been part of a leading position in international Skills competition (EuroSkills or WorldSkills)

STAFF

GM – General Manager

CM – Competition Manager

CA – Competition Assistant

MCM – Marketing and Communication Manager

FADM – Financial and Administrative Assistant