

Position Description

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| Job Title: | Clubs Coordinator |
| Business Group: | Clubs & Volunteering |
| Section: | Student Engagement |
| Reports to: | Clubs Manager |
| Location: | UNSW Campus, Kensington |
| Date Revised: | August 2019 |

POSITION SUMMARY

The Clubs Coordinator's core function is to coordinate programs, initiatives and day to day functions that enables Arc to support, engage and develop the students of UNSW through supporting over 300 student-run Clubs. The position works within the Arc Clubs & Volunteering department, coordinating student staff, working alongside other fulltime staff and supporting the Clubs Manager. The Clubs Coordinator also assists with or coordinates other projects undertaken by the Department, as required.

KEY TASKS & ACCOUNTABILITIES

- Mentor & Support Student Staff
 - Mentor and supervise student Clubs & Grants Officers (including participating in recruitment), allocating tasks and providing support and training to complete their duties
 - Provide training to student staff (including Clubs Officers, Volunteer Coordinators & Interns) on areas such as conflict management and events management.
- Assist the Clubs Manager to develop & achieve department goals, including
 - reporting and evaluating/analysing data on progress towards department goals
 - reporting on and evaluating Arc Clubs initiatives and making recommendations on future developments, improvements and budget
 - developing, maintaining and troubleshooting software and other digital tools used by the team, particularly Salesforce
- Coordinate Clubs Support
 - Facilitate Arc's strategic support of New Clubs - evaluate New Club applications along with the Clubs Manager, seeking input from relevant

stakeholders and conducting relevant research to understand the aims, objectives, activities and name of the Clubs. Where relevant, work with the applicant and stakeholders clarify and differentiate the Club from existing Clubs, programs, initiatives and services at UNSW.

- Ensure that the Arc Clubs team provides Clubs with support, information and documentation on room bookings, affiliation, grants and policies, and assist with these duties as needed
- Coordinate the processing of Clubs Grant applications, including making any recommendations on adjustments in order to comply with budget requirements.
- Provide recommendations and input on Club-related policies and participate in with policy implementation.
- Coordinate in-person and online training for Club Executives and the Executive Recognition Initiative (which gives Club Executives recognition on their AHEGS), including evaluating and developing the initiatives to maximise their effectiveness
- Develop and maintain relationships with relevant stakeholders, especially within UNSW, including Estate Management and Faculties.
- Facilitate access and allocation of UNSW resources to Clubs, including sports fields, performance spaces, storage facilities and insurance.
- Support Clubs in transitioning to the UNSW3+ calendar, including strategies to maintain student engagement throughout the year.
- Support the Clubs Officer to encourage and facilitate new or bigger Club activities, both with individual Clubs and with groups of Club, such as sporting tournaments and hackathons.
- Provide Clubs with support with grievances & complaints, and provide input on complaints made to Arc about Clubs.
- Clubs Administration
 - Have a thorough and working knowledge of Arc policies and procedures relating to Clubs and grants.
 - Responsible for the Clubs affiliation and reaffiliation process and ensuring all Clubs documents are processed in a timely manner (with support from the rest of the Arc Clubs team)
 - Coordinate Arc Clubs staff to maintain all Club related forms, website information and posters and ensure they are all current.
 - Maintaining Club documents and databases, as required by the Clubs Manager
- Responsible for services in the Clubs Space
 - Coordinate members of the Clubs team (student Clubs & Grants Officers and full-time Clubs Officer) to provide support to Clubs in the Clubs Space, particularly answering phone, email & walk in enquiries.
 - Coordinate communication between staff to ensure effective, efficient and consistent services for Clubs and other students through the Clubs Space.
 - Maintaining office systems, equipment and resources
- General Department Support

- Assist in preparing documents and other administration support for the Student Development Committee (SDC) as requested by the Clubs Manager, Director or Deputy Director of Student Engagement
- Project-manage tasks as required by the Club Manager, the Director or Deputy Director of Student Engagement.
- Assist with Clubs and Volunteering Department events, activities and projects as required, including O Week.
- Provide assistance to the Clubs Manager and the Director and Deputy Director of Student Engagement, for example with
 - Recording of transactions, financial accruals and budget management
 - Writing reports and grant applications
 - Research
- Comply with all Work Health and Safety (WHS) policies and procedures of UNSW as well as Arc@UNSW and take reasonable care to ensure the actions and omissions do not impact the Health and Safety of others in University and work place.
- Perform all Arc required Cultural & Behavioral Competencies in satisfactory level.
- Actively engage in fair and equitable workplace practices and behaviour to ensure discrimination free workplace in accordance with legislative requirements;
- Maintain an awareness of Arc's environmental policies and procedures minimising the impact of Arc's business on the environment.

QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

SELECTION CRITERIA

- Passion for Campus life, to maximise it at UNSW through student Clubs.
- High level oral and written communication skills including proven skills in relationship building;
- Proven interpersonal skills and experience and ability to work with students in a student-oriented environment;
- Demonstrated project planning skills, including experience in planning, overseeing and finalising the completion of projects;
- Proven experience in learning and using established procedures, and establishing new procedures;
- Experience in leadership, student support, event management and training.
- Proven understanding and experience in cultural diversity issues, awareness, promotion and advocacy;
- High attention to detail with proven organisational and administration skills and the ability to manage time effectively, multitask, meet deadlines and work under pressure;
- Proven interpersonal skills and the ability to positively engage with many different types of people especially UNSW students;

- Demonstrated competent use of Windows OS, with Intermediate skill competence in Microsoft Office applications (particularly Microsoft Word and Excel);
- Knowledge of Workplace Health and Safety (WHS) and Ethical Practice, along with the ability to apply these principles in the workplace;
- Demonstrated passion and enthusiasm about student life on campus, non-academic programs and services offered to students at Arc @ UNSW.
- Strong ethical and professional work attitude.

DESIRABLE CRITERIA

- Experience with student Clubs (or similar organisations), especially at UNSW;
- Proven experience with drafting and reviewing policies
- Proven experience using Visual Basic for Applications (VBA) with Microsoft Excel
- Experience using CRM software, especially Salesforce
- Proven experience establishing and training others in administrative procedures
- Current NSW Drivers Licence (at least Provisional)