

## Position Description

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<b>Job Title:</b>	<b>Clubs Coordinator (Events &amp; Engagement)</b>
<b>Business Group:</b>	Clubs
<b>Section:</b>	Student Engagement
<b>Reports to:</b>	Head of Clubs and Digital Solutions
<b>Location:</b>	UNSW Campus, Kensington
<b>Date Revised:</b>	July 2022

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### **POSITION SUMMARY**

The Clubs Events & Engagement Coordinator's core function is to spearhead Arc's engagement with Arc-affiliated Clubs (including through coordinating programs and initiatives), and support relationships with other key stakeholders of the Arc Clubs team. This position enables Arc to engage and develop the students of UNSW through supporting close to 300 student-run Clubs. The position works within the Arc Clubs team, working alongside other full time and part time staff and supporting the Head of Clubs and Digital Solutions. The Clubs Coordinator (Events & Engagement) also assists with or coordinates other projects undertaken by the Department, as required.

### **KEY TASKS & ACCOUNTABILITIES**

- Arc-run Club Events (face to face, online and hybrid)
  - Coordinate Arc Clubs-run events, such as Clubs Taster Day and International Markets
  - Work alongside other Arc staff to facilitate other Arc-run activities that have a significant Clubs focus, such as O-Week
  - Provide event management and logistics support to other Arc Staff running Club-related events and activities, such as training opportunities for student leaders (i.e. the Student Leaders Upskill Series)
  - Review existing Arc-run Club event and activity offerings and drive the development of new offerings, in consultation with students and Clubs
- Club Events Support
  - Provide training to Clubs and student staff on areas such as events management and risk management.
  - Provide support and advice to Clubs on running events, particularly larger scale and multi-day events.
  - Encourage and facilitate new or bigger Club activities, both with individual Clubs and with groups of Club, such as sporting tournaments and hackathons.

- Undertake other tasks to support Club-run events, as required by the Head of Clubs and Digital Solutions
- Student Stakeholder Engagement - Drive engagement between the Arc Clubs team and student stakeholders, especially Arc-affiliated Clubs, Club Executives, UNSW students, including
  - Running the Arc Club Executives Facebook group
  - Facilitating other Arc departments working with Clubs to ensure consistency and positive outcomes for those departments and Clubs
  - Continuing the establishment of the Club Communities of Practise Program to enable the creation and enhancement of cross-club collaboration, closer connections to Arc and reference groups for student feedback and initiatives.
  - Implementing programs/initiatives of targeted support for Communities of Clubs based on input and feedback from the relevant community
  - Developing engaging and approachable relationships with Clubs and Club Executives
  - Enhance the visibility of Arc Clubs and Arc-affiliated Clubs within the UNSW Community
  - Establishing ongoing mechanisms for engagement between Arc/the Arc Clubs team and key student stakeholders
  - Providing input and support to create a welcoming, supportive and engaging atmosphere for Clubs and students in the Clubs Space, including providing input on resources and activations
  - Providing input on support given by Arc to Arc-affiliated Clubs, including on areas such as facilities and equipment, events, grant funding, training, promotional support
- Assist the Head of Clubs and Digital Solutions to develop & achieve department goals, especially in relation to Club stakeholder engagement, 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
- Clubs Support – alongside other members of the Arc Clubs team:
  - Provide support to approved New Club applicants to establish their Club's presence.
  - Provide recommendations and input on Club-related policies and participate in policy implementation.
  - Provide Clubs with support with grievances & complaints
  - Support Arc and the Arc Clubs team's response to complaints made to Arc about Clubs, including providing input on the response and undertaking tasks and responsibilities where required by Head of Clubs and Digital Solutions
  - Undertake other Club-related tasks, as required by the Head of Clubs and Digital Solutions, such as participating in Club Reaffiliation tasks, processing bookings

- Have a thorough and working knowledge of Arc policies and procedures relating to Clubs
- General Department Support
  - Assist in preparing documents and other administration support for the Board and its subcommittees as requested by the Head of Clubs and Digital Solutions, Director or Deputy Director of Student Engagement
  - Project-manage or undertake tasks as required by the Head of Clubs and Digital Solutions, 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 Head of Clubs and Digital Solutions and the Director and Deputy Director of Student Engagement, for example with
    - 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.
- Proven skills and experience managing events involving a large number of stakeholders
- Experience in student engagement
- Proven interpersonal skills and experience, ability to work with and positively engage with many different types of people, especially students in a student-oriented environment; a strong background in customer service is preferable;
- High level oral and written communication skills including proven skills in relationship building;
- Proven understanding and experience in cultural diversity issues, awareness, promotion and advocacy;
- Experience handling sensitive student issues, incidents and conflicts, both directly and indirectly (e.g. providing guidance to students in handling these situations), applying policies and procedures where relevant;

- High attention to detail with demonstrated project planning skills, including experience in planning, overseeing and finalising the completion of projects on time;
- 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;
- Current Working With Children Check

## **DESIRABLE CRITERIA**

- Experience with student Clubs (or similar organisations), especially at UNSW
- Experience with online community engagement, especially with students
- Experience with event management and training;
- Proven experience establishing new procedures
- Experience using CRM software, especially Salesforce
- Current NSW Drivers Licence (at least Provisional)