

PROGRAM & POSITION OVERVIEW

The Second Life Hub makes student life more affordable and sustainable by redistributing donated pre-loved goods for free or at low cost while keeping usable items out of landfill. Volunteers manage the Hub, assist students and support Career Closet - an Arc Savers service providing professional clothing loans for interviews, networking events and other career opportunities.

Position Title	Volunteer
Organisation	Arc @ UNSW
Location	Kensington Campus
Duration	1 Term min.
General Volunteer Time Commitment	2-3 hrs/week
Senior Volunteer Time Commitment	3-4 hrs/week

Eligibility Criteria

- Be a UNSW Student for the duration of the volunteering period
- Attend mandatory training days/sessions

Rewards & Outcomes

General Volunteers:

- AHEGS Accreditation
- Microcredentials
- Community & friendship
- Retail experience

Senior Volunteers:

- Leadership opportunities

Key Responsibilities

General Volunteers:

- Welcome students and staff and respond to enquiries.
- Explain the Second Life Hub and Career Closet services.
- Process Career Closet clothing loans and returns.
- Receive, sort, organise and display donated items.
- Help set up and run activations with Senior Volunteers.
- Support in a range of activations, events and shifts such as Discovery Fest, UNSW College and roaming shifts
- Keep the Hub clean, tidy and welcoming.

Senior Volunteers:

- Lead shifts, activations and volunteer teams.
- Be the first point of contact for General Volunteers.
- Allocate tasks and support volunteers during shifts.
- Oversee Career Closet loans, returns and clothing displays.
- Manage stock and operate the point-of-sale system.
- Help the Program Officer plan weekly activities and activations.
- Provide regular feedback and raise concerns with the Program Officer.

Skills Gained

General Volunteers:

- Communications
- Teamwork
- Organisational and time management
- Event management
- Inventory management

Senior Volunteers:

- Leadership
- Volunteer management

Note: This is a volunteer position and does not offer monetary compensation. Submit your application via the Rubric Platform (link available on website)