

Volunteer Role Outline

Tours & Sites (T&S) Organising Team (OT) Member

Goals of O-Week and Arc@UNSW

Arc is your student organisation at UNSW. Our mission is to create the best student experience through Clubs, Sport, Volunteering, Events, Wellness, Help and heaps more. We are run by students, for students, and are 'that' mate at uni, who knows all about what's happening, where, when and why you should care.

Yellow Shirts is the longest running volunteer program at Arc! The program is about creating a welcoming and memorable first experience for students during the first week on campus: O-Week. From friendly volunteers and endless tips and tricks, to heaps of engaging events, the Yellow Shirts are there to make sure each student knows just how much university can give them. With a focus on building connection to campus and each other, these volunteers are vital in orienting students and setting them up for success.

The Organising Team, together with the Yellow Shirts Coordinator, organise and manage all aspects of the Yellow Shirts program from recruiting and training volunteers to organising and managing events during O-Week itself. Across their term, the Organising Team work with each other and Arc staff to manage their team of 200 strong volunteers and carry out their vision to better their portfolio and the program more holistically. Of all the Yellow Shirt volunteer positions, the Organising Team dedicate the most time and effort, gaining countless skills, invaluable experience, and have so much to be proud of by the conclusion of their role.

Role of this portfolio

Introduction:

O-Week's primary objective is the orientation of first-year students to UNSW, and the role of the Tours & Sites (T&S) Organising Team member is to deliver engaging tours that will inform incoming students of the key areas of the University in terms of areas and services. The T&S OT designs tour routes, rosters, group allocations, and tour bag logistics and during O-Week, this OT coordinates tour marshalling. The T&S OT also collaborates with Arc Clubs to support Yellow Shirts site-related operations across O-Week, ensuring a smooth and welcoming experience for students walking onto campus. This responsibility has been included from the 2025 "Clubs & Sites" portfolio, with a goal of streamlining responsibilities across Arc and the Yellow Shirts program.

As one of the most visible and essential activities that defines UNSW O-Week and the Yellow Shirts program, it is critical that the T&S maximises the educational opportunities available to provide first years and the program as a whole.

Purpose, Aims & Responsibilities:

Yellow Shirt volunteers renowned for their campus knowledge, and the T&S portfolio is responsible for turning detailed campus information into a concise and useful tour format that will best assist students in the first few weeks of their University experience. This requires liaising and meeting

with all faculties to plan and effectively deliver both general and tailored-tours, as well as collating a bank of updated content. Additionally, the T&S OT will continue to have a focus on maintaining online exploration activities for first years to enjoy. Particularly, they will build upon the virtual and online tours of the past to ensure that the program is capable and prepared to encompass a hybridised O-Week.

With the Arc Sponsorships team, the T&S OT must support the accrual of merchandise for Tour bags through sponsorships and partnerships with internal and external organisations to UNSW. Furthermore, to facilitate the smooth promotion and execution of Tours, the T&S OT must communicate with faculties to build mutually beneficial relationships. Finally, the T&S OT will liaise with Arc Clubs regarding site-related matters where required, such as establishing the Yellow Shirts stall locations at O-Week, the management of O-Week storage spaces, and acting as a point of contact for Arc Clubs.

This portfolio comes with a high degree of responsibility, as well as the need to collaborate with others in order to deliver on all role aspects. If you are creative, organised, driven, and flexible, then this is for you!

Specific tasks and responsibilities

N.B. This role may be more suitable if you are looking to undertake a summer internship while being in the Organising Team, as the majority of work can be done out of hours if planned appropriately. However, occasional business hour availability is recommended for liaising with Arc and UNSW staff.

July	August	Sept	Oct
<u>By the end of July</u> - Draft a plan and timeline to develop training and testing formats of tours. - Begin researching UNSW campus information to update tours for 2027 - Prepare a training session for OT and SLOT on updated tours knowledge	<u>By the end of August</u> - Begin building tour route for T1 O-Week 2027 - In collaboration with Arc, establish a tours plan for T3 O-Day, including scheduling, rostering and specifics of general or tailored tours. - With Transformations OT, discuss ways to implement and innovate tours training and videos for online tour purposes. - Liaise with faculty and facilities to build roadmaps for coordination with program - Coordinate with Arc Sponsorship team for tour bag merchandise, freebies etc.	<u>At T3 O-Day</u> - Organise and marshal campus tours. - Experiment with marshalling methods ahead of T1 O-Week 2027. - Scout the stall layout, sponsor operations and running of the event (optional) <u>By early September</u> - In collaboration with the Transformations OT, establish contingent online or virtual tours catering to all incoming students. <u>By the end of September</u> - In collaboration with the Training and Transformations OT, research and choose a training platform that serves the needs of 2027 Yellow Shirts training - Plan a release schedule for online tours training.	<u>By mid-October</u> - With relevant faculties, meet and discuss potential options and deliverables for faculty-based O-Week tours - Revise current tour deliverables and adjust tour offerings to better cater towards student needs and interest. - Revise upon Online tours and provide an innovative strategy to draw an online presence for first years
Nov	Dec	Jan	Feb
<u>By mid-Nov</u> - Have tour skills and information on training materials updated and compiled. - Train volunteers on introductory tour knowledge and route. - Establish plan with faculties and facilities	<u>By mid-Dec</u> - Finalise merchandise, freebie etc for tour bags. - Plan the tour-marshalling system, based off experiments from T3 O-Day and faculty tours. - With Arc, establish a tours marshalling location for O-Week 2027. - Liaise with Arc Clubs to establish a weather contingency plan and	<u>By early Jan</u> - Finalise campus tours training and have all materials ready. - Finalise the tours system with faculties (i.e. faculty tours or general tours, and confirm it with relevant parties). - Work with Marketing OT for tours signage at O-Week. - Provide a finalised sites briefing at Training Day 3.	<u>Immediately prior to O-Week</u> - Complete preparation for storage and tours in O-Week. - Provide a finalised sites briefing at SLOT 6 <u>O-Week</u> - Organise and marshal campus tours with the assistance of other OT as needed.

for coordination with program • With Transformations OT, prepare to distribute and monitor initial training quizzes to Yellow Shirts for completion after TD1.	contribute to the making of a site map for use during O-Week.	<u>By mid- Jan</u> • Organise and run Yellow Shirts Stuffing Day. • Finalise storeroom locations at O-Week.	• With W&C, organise BBQs after tours and drinks stops during tours with the help of Training. • Maintain and ensure smooth execution of roadmaps with faculties and facilities • Act as a point of contact for the Arc Clubs team, communicating any updates regarding clubs Yellow Shirts.
---	--	---	--

Throughout the program

- Liaise with UNSW Administration and Faculties to develop a comprehensive tour program.
- Organise logistics of tours including tour bag distribution, tour allocations, formats and routes.
- Create a vision for engaging tours for first year students, developing upon the foundation of both in-person and online tours to ensure all students have the opportunity to learn more about the campus.
- Work with Activities and Events & Activations portfolios to ensure a streamlined timetable of events.
- Coordinate the acquisition and stuffing of tour bags in conjunction with the Marketing OT, making sure they contain useful material for new students.
- Liaise with the Arc Clubs team to plan essential site information at O-Week and relay relevant information to the Organising Team.

General Tasks and Responsibilities

These are common to all Organising Team members.

- Actively contribute to program-wide activities including, but not limited to:
 - Aiding in recruitment and selection of volunteers
 - Writing and facilitating several central volunteer training sessions
- Prepare a detailed budget and create a project plan across multiple complex projects, with achievable goals.
- Communicate effectively on deliverables, deadlines, progress, and barriers regularly both within the program (to the Yellow Shirts coordinator, other Organising Team members and Squad Leaders) and outside of the program (to UNSW stakeholders, and multiple Arc staff across departments).
- Champion Arc values, as well as principles of equity, diversity and inclusion.
- Create and adhere to long term plans, with the ability to problem solve to allow for last minute changes.
- Manage, mentor, and support your trio of Squad Leaders to ensure they achieve both professional and personal goals.
- Maintain professional relationships internally and externally, representing both Arc and the Yellow Shirts program.
- Assist other Organising Team members with their projects and workloads.
- Attend weekly entire Organising Team meetings to provide portfolio updates and plan program initiatives.
- Write a detailed handover at the conclusion of your experience and equip future Organising Team members for success.

Selection Criteria

Each item here describes a skill or trait that is useful for the role. We're looking for these skills and traits in candidates.

- Able to plan long-term, adept at managing time and competing tasks.
- Confident, professional, and effective in raising spirits.

- Effective communicator and proficient at liaising with stakeholders.
- Effective written and verbal communication skills.
- Adept at problem solving.
- Thorough and attentive to detail.
- Creative and innovative.
- Persistent and determined.
- Flexible in unstable circumstances.
- Effective in seeking and responding to feedback.

*It is not the intention of the role description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role. **Positions offered are subject to change in accordance with applicant's skills and motivations, or changing circumstances.***