

Volunteer Role Outline

Tours 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 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 Tours OT designs tour routes, rosters, group allocations, and tour bag logistics. During the week, it also coordinates tour marshalling. With Tours being one of the essential activities that defines both O-Week and the Yellow Shirts program, its critical to maximise the educational opportunities that are given to all first years as well as the program as a whole.

Purpose, Aims & Responsibilities:

Yellow Shirts are famous for their campus knowledge, and the Tours 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 Tours 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.

The Tours 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 Tours OT must communicate with faculties to build mutually beneficial relationships.

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 work can be done out of hours if planned appropriately.

July	August	Sept	Oct	Nov
N/A	<p><u>By the end of August</u></p> <ul style="list-style-type: none"> Begin building tour route for T1 O-Week 2026 In collaboration with Arc, establish a tours plan for T3 O-Week, including scheduling, rostering and specifics of general or tailored tours. Draft a plan and timeline to develop training and testing formats; Liase with OT to implement videos for both training and online tour purposes. Liase with faculty and facilities to build roadmaps for coordination with program <p>Coordinate with Arc Sponsorship for merchandise, freebies etc.</p>	<p><u>At T3 O-Week</u></p> <ul style="list-style-type: none"> Organise and marshal campus tours. Experiment with marshalling methods ahead of T1 O-Week 2026. <p><u>By early September</u></p> <ul style="list-style-type: none"> In collaboration with the Transformation and Technologies OT, establish a technology and content basis for both additional and contingent online/virtual tours catering to all incoming students. <p><u>By the end of September</u></p> <ul style="list-style-type: none"> In collaboration with the Training and Transformation and Technologies OT, research and choose a training platform that serves the needs of 2026 Yellow Shirts training <p>Plan a release schedule for online tours training.</p>	<p><u>By mid - October</u></p> <ul style="list-style-type: none"> 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 With Transformation and Technologies OT, prepare to distribute and monitor initial training materials to Yellow Shirts for completion after TD1. 	<p><u>By mid-Nov</u></p> <ul style="list-style-type: none"> 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 for coordination with program Release introductory SNOW/QUACK/QU EST Quizzes for volunteers

Dec	Jan	Feb
<u>By mid-Dec</u> <ul style="list-style-type: none"> Finalise merchandise, freebie etc for tour bags and other Plan the tour-marshalling system, based off experiments from T3 O-Week. 	<u>By early Jan</u> <ul style="list-style-type: none"> 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). <u>By mid- Jan</u> <ul style="list-style-type: none"> Organise and run Yellow Shirts Stuffing Day 	<u>Immediately prior to O-Week</u> <ul style="list-style-type: none"> Complete preparation for storage and tours in O-Week. <u>O-Week</u> <ul style="list-style-type: none"> Organise and marshal campus tours, along with timetable tours and PUP tours as needed. Organise BBQs after tours with the help of WCC during O-Week and drinks stops during tours with the help of Training. Maintain and ensure smooth execution of roadmaps with faculties and facilities

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.
- Organise the logistics of Yellow Shirts Stuffing Day.
- Coordinate the acquisition and stuffing of tour bags in conjunction with the Marketing OT, making sure they contain useful material for new students.
- Provide prizes for all social squad events and work with the Recruitment & Development portfolio to allocate them to events efficiently.

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.
- Report on progress and key deliverables throughout your term, writing a detailed handover at the conclusion of your experience.

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.
- Thorough and attentive to detail.
- Confident, professional, and effective communicator.
- Effective written and verbal communication skills.
- Adept at problem solving.
- 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.***