

Volunteer Role Outline

Transformation 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

Transformation is a forward-facing portfolio focused on transforming the Yellow Shirts program for the future. What does this mean?

1. Transforming volunteer training methods that are up to date with contemporary times and trends (learning methods and asynchronous learning)
2. Orchestrating O-Week's digital elements and presence, working on growing the awareness of UNSW's O-Week events and offerings to first years through website and social media.
3. Helping first years navigate UNSW's surrounding areas, so they can feel at home not just on campus, but comfortable to thrive in Sydney.
4. Working with all OT to assist the transformation of their portfolios

Purpose:

Whilst many parts of the program are rooted in tradition (and rightfully so), that does not mean we should not continue to innovate and modernise our training practices and student outreach methods, as well as find ways to orient students to UNSW's surrounding areas outside of the classroom.

There are so many people that come through O-Week who are able to become aware of all the things UNSW has to offer. However, what about those that are not on campus? How do we get them here? We want to reach more students, because, for many students, this won't be just their first time on campus, but their first time in Sydney. We want them to feel right at home, and in a city where they can thrive. The Transformation OT will innovate our training methods, whilst utilising new creative methods to reach more students. They will also execute new technological initiatives aimed to improve the sustainability of our program or the environment. In doing so, the Transformation OT will be at the forefront of bringing in more people to O-Week and making yellow shirts more adaptive and prepared to help a diverse range of students.

Aims & Responsibilities:

The Transformation OT will assist the Training OT in reimagining our training methods, whilst developing a plethora of multimedia content to be utilised for volunteers.

On an external facing level, this portfolio is highly collaborative, working with the Marketing, Training, Tours & Sites, Events & Activations OT, and more to ensure O-Week has both an in-person and an online presence. The aim should be to find different elements of O-Week that can be digitised or enhanced by technology (e.g. NFC Tags, radio communications etc.). Further, the Transformation OT will work hand-in-hand with the Marketing OT, exercising creative freedom over the back-end of the O-Week website to enhance user-experience (no coding experience required). The Transformation OT must translate all OT initiatives onto the O-Week website to be communicated with first-year students. Finally, the Transformation OT will also create material for first years to familiarise themselves with Kensington, and the Sydney City.

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
<u>By the end of July</u> - Work with the Training OT to develop new learning and teaching methods - Draft and plan asynchronous learning offerings	<u>By the end of August</u> - Draft and plan outline for reaching more first years through digital means - Begin creating learning content for SLOT training and program training with the Training OT - Draft and plan first year student offerings for “out of classroom” navigation	<u>By end of Sept</u> Begin creating student offerings for “out of classroom” navigation	<u>By early October</u> - With Marketing OT, develop the Yellow Shirts website as part of the recruitment drive. - Set up the Yellow Shirts Moodle platform and continue creating “out of classroom” navigations
Nov	Dec	Jan	Feb
<u>By early November</u> - Update squad leader resource drives - Continue creating learning content and “out of classroom” navigations, such as executing a comprehensive asynchronous learning plan - Distribute and monitor initial Yellow Shirts knowledge quizzes for completion after TD1.	<u>By mid-Dec</u> - With Tours and Training OT, distribute and monitor initial training materials to YS. - Establish YS internal communication and other activities platforms	<u>By mid-Jan</u> - With Marketing OT, update the Arc O-Week 2027 website, ensuring first years are able to easily navigate between pages. - Distribute and monitor Yellow Shirts knowledge quizzes for completion after Training Days. - With Tours OT, maintain and enhance digital tour resources, including 360° virtual tours, etc.	<u>Immediately prior to O-Week</u> - Ensure all NFC cards are ready to be used at O-Week. - Ensure all initiatives of the portfolio for a digital O-Week and technological improvements are ready. <u>O-Week</u> - Ensuring the digital presence of O-Week and execute the technological initiatives. - Be on-hand to update Humanitix and the O-Week website. - Alongside contingency OT, assist other OT in day-to-day running of their portfolios, in particular with regard to restock, trouble-shooting and engaging with externals.

Throughout the program

- Work with the Training portfolio to transform volunteer training. This involved writing, facilitating, and innovating training sessions.
- Work with Activations & Activities, Clubs & Sites, and Events & Production and Tours & Liaison portfolios to ensure a streamlined timetable of events.
 - For specific times and periods where these should occur, please refer to the relevant role outlines of the other portfolios
- Proactively finding ways to incorporate technological improvements to O-Week and the program.
- Create an online communications platform for the Yellow Shirts Program
- Streamlining and simplifying existing processes, and ensuring they are sustainable for future years

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.

- Understanding what first years may need outside of the context of UNSW (e.g, public transportation, food, recreational areas)
- Able to plan long-term, adept at managing time and competing tasks.
- Well-balanced in teamwork and independence.
- Familiar and comfortable with modern technology.
- Thorough and attentive to detail.

- Effective in seeking and responding to feedback.
- Confident, professional, and effective communicator.
- Well-balanced in teamwork and independence.
- Creative and innovative.
- Persistent and determined.

Desirable Criteria

*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.***