

Position Description



Job Title:	Student Engagement Coordinator
Business Group:	Student Involvement
Section:	International
Reports to:	Volunteering Manager
Location:	UNSW Campus, Kensington
Date Revised:	May 2022

PRIMARY OBJECTIVE

The Student Engagement Coordinator's primary objective is to ensure that Arc's aim to offer the most diverse and comprehensive Clubs & Volunteering opportunities to the students of UNSW is met. This is done by providing the students with an ever-growing number of opportunities outside the academic aspect of uni-life, and in the case of the Student Engagement Coordinator's role, by delivering orientation events and activities for all incoming students and engagement programs ensuring International students are either able to settle in to life in Sydney at UNSW, or by fostering a hybrid/digital community to ensure those studying offshore are as involved as possible.

KEY TASKS & ACCOUNTABILITIES

- Support student staff
 - Supervise a number of Program Coordinators (casual student staff members) and manage their development goals
 - Assist all Program Coordinators to achieve their program goals
 - Support other student staff members to complete their duties
- Volunteer Coordinator Admin Tasks
 - Recruiting Program Coordinators
 - Overseeing the proper spending and reporting on the programs' budgets
 - Reporting on Volunteer participation and organising Volunteer recognition
 - Planning and execution of the Arc Volunteer Training
- Drive the innovation, improvement and growth of Arc Clubs and Volunteering Digital strategy and engagement opportunities.
- Prepare and provide volunteers to provide services and programs, including:
 - Arc Goes To...
 - Culture Café
 - Major events such as:
 - International Night Markets

- Orientation events including
 - O-Week, and Arc's long standing Yellow Shirts program
 - Spring O-Week, at the beginning of the third term
- Maintaining the Department's web pages, social media and promoting the department and its programs to the student body
- Project-manage tasks as required by the Director and Deputy Director of Student Engagement.
- Provide administrative assistance to the Director and Deputy Director of Student Engagement, for example with;
 - Recording of transactions, financial accruals and budget management
 - Writing reports and grant applications
 - Research
- Relationship Management with external stakeholders and other Arc Departments
- Have a thorough and working knowledge of Arc policies and procedures relating to clubs and grants and Arc's Volunteer programs.
- Arc Reception duties when needed.
- Represent the Department on Arc's Workplace Health and Safety Committee.
- Comply with Arc Workplace Health and Safety (WHS) policy and procedures to actively participate in the achievement of a safe working culture;
- Demonstrate behaviour in accordance with Arc @ UNSW values and Code of Conduct.
- 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

Essential

- Experience coordinating and supporting volunteers;
- Experience working in activities or event co-ordination/management;
- Experience in digital engagement, web management and social media;
- Excellent oral and written communication skills;
- High attention to detail with proven organisational and administration skills and the ability to manage time effectively and meet deadlines;
- Demonstrated project planning skills, including experience in planning, overseeing and finalising the completion of projects;
- The ability to coach and mentor young adults in the areas of project management, events management, people management & income generation (e.g. fundraising & sponsorship);

- Proven interpersonal skills and the ability to positively engage with many different types of people especially UNSW students;
- Demonstrated competent use of Windows, with Intermediate skill competence in Office 365;
- Proven understanding and experience in cultural diversity issues, awareness, promotion and advocacy;
- Demonstrated passion and enthusiasm about student life on campus, non-academic programs and services offered to students at Arc @ UNSW;
- Knowledge of Workplace Health and Safety (WHS) and Ethical Practice, along with the ability to apply these principles in the workplace.
- Strong ethical and professional work attitude

Desirable

- Experience with international communities and programs;
- Experience with leadership training and mentoring;

Desirable

- Experience running orientation activities;
- Experience with Salesforce
- Experience with streaming using Zoom/OBS
- Experience with Mailchimp
- Experience with video editing
- Career development advisory experience
- Experience with Clubs (or similar organisations);
- Experience developing and managing volunteer programs;
- Experience with fundraising, submitting grant applications and/or successfully seeking sponsorship;

(The below table can be adjusted based on the Position)

<u>AUTHORISATIONS</u>	
Department Manager _____	Direct Manager _____
Signed _____ Date __/__/__	Signed _____ Date __/__/__
Corp Services Manager _____	Employee _____
Signed _____ Date __/__/__	Signed _____ Date __/__/__