



POSITION DESCRIPTION

Position title:	Student Activities Officer
Department:	Student Programs
Reporting to:	Various supervisors
Supervises:	Nil
Employment type:	Casual
Classification:	Level 2 The University of Sydney Union Industrial Agreement 2001
Conditions:	Up to 35 hours a week; May include some weekends and nights as dictated by business requirements

Purpose

The USU Student Activities Officer is the first point of contact and enquiry for the USU across multiple program areas.

This role encompasses promotional, administrative, registration and customer service responsibilities for the Student Programs department and will respond to online and offline enquiries from visitors, students and Uni staff across a range of functional areas.

Student Programs is at the heart of campus life at the University of Sydney, whose mandate is to cultivate communities, provide opportunities, capture moments and create memories.

This rewarding student role will assist the Student Programs team to deliver its mandate and vision of providing the best campus experience in Australia.

Students working in this role would be allocated to one or more functional areas including Membership, International Programs, Clubs and Societies (C&S) and Volunteering. Below is a brief description of some of the key tasks within each functional area. Allocation between areas may change from time to time.

The role is ideal for students who have played an active role in the USU and are available to work one, or more, weekdays during Semester.

POSITION ACCOUNTABILITY STATEMENTS (PAS)		
Key Result Areas	Key Tasks	Key Performance Indicators
Volunteering Program	Updating and maintaining the volunteer database including but not limited to data entry, running reports, spot checks to ensure database integrity and correct information is captured and stored appropriately	Volunteers database maintained regularly and accurately Provide volunteer opportunities that engage students

	<p>Tracking volunteer participation at events</p> <p>Assist with communications to volunteers engaged in the USU Volunteer Program</p> <p>Respond to enquiries from various channels, including administer new volunteer applicants</p> <p>Assist with preparation of content for EDM, social media etc</p>	<p>All materials distributed provide accurate information</p> <p>Responds appropriate to all incoming enquiries</p> <p>Positive customer (and colleague) feedback</p>
Clubs and Societies	<p>Provide customer service to all C&S enquires by email, phone and face-to-face</p> <p>Data entry and club registration – Follow up with club executives to ensure necessary paperwork is provided in a timely/efficient manner</p> <p>Processing C&S Funding</p> <p>Assist in updating handbooks/website and deliver training as required</p> <p>C&S Resource Room coordination</p> <p>Process room bookings and resource booking requests, ensuring all signage is up to date</p>	<p>Customer Service enquiries are responded to in a timely and professional manner.</p> <p>Data entry completed regularly with and issues escalated to Supervisor</p> <p>All resources are kept up to date</p> <p>Tasks completed efficiently and accurately</p> <p>Positive customer (and colleague) feedback</p>
Information and Enquiries	<p>Administration of the USU Info Hub operations – including opening and closing, desk, sales, invoicing, ordering and cash handling.</p> <p>Assisting with and attending USU events when required, including internal and external events such as Welcome Week, International Welcome Week, Verge Festival, Info Day, as well as program launches and awards nights.</p> <p>Managing USU switch and enquiry operations and ensuring that all telephone calls and email enquiries are dealt with in a professional and timely manner</p> <p>Processing of membership registrations and conversion of prospective customers and close sales</p>	<p>Positive customer (and colleague) feedback</p> <p>Enquiries answered and forwarded to the correct people and relevant matters escalated appropriately</p> <p>Daily financial reconciliation completed without error</p> <p>All administrative duties completed on time and without error</p>
International Student Programs	<p>Assist in the creation and distribution of promotional materials for International</p>	<p>Willing to assist</p>

	<p>Programs including and not limited to international EDM, orientation flyers, social media, website</p> <p>Proactive research of new ways and events to engage domestic and international students</p> <p>Assistance with organising and running events run by the International Programs Team</p> <p>Assistance with the preparation of materials for ISL programs including but not limited to English workshops and Language Exchange</p>	<p>Increase engagement of international students within the program</p> <p>Provide opportunities that engage international students</p> <p>Positive customer (and colleague) feedback</p> <p>Enquiries answered and forwarded to the correct people and relevant matters escalated appropriately</p>
Stakeholder Engagement	<p>Proactively ensure maintenance of effective working relationships</p> <p>Providing proactive support</p>	<p>100% positive feedback from stakeholders</p> <p>Regular meetings with key stakeholders.</p>
Demonstrate commitment to the department and USU as a whole	<p>Shows a willingness to assist others – both within own department and in other areas</p> <p>Forthcoming with ideas</p> <p>Performs other reasonable duties as requested by Manager</p> <p>Interacts with team and other stakeholders in a professional, respectful, polite and courteous manner</p>	<p>Responsive to requests</p> <p>Willing to assist in times when the area is short staffed</p> <p>Attends and interacts constructively at meetings</p> <p>Takes an interest in the challenges faced and contributes ideas/ suggestions to make improvements</p> <p>All interactions are professional, respectful, polite and courteous</p>
Other	<p>Perform other reasonable duties as requested by Supervisor</p>	<p>Proactive & willing to perform other duties to the expected standard.</p>

Essential Criteria

- Currently enrolled at the University of Sydney
- At least 6 months demonstrated customer service experience
- Outstanding customer service skills
- Excellent written and verbal communication skills and interpersonal skills
- High level of detail accuracy in all aspects of work
- Organisational and administrative skills
- Problem solving and time management skills – able to take initiative
- Excellent computer skills – especially in computer based administrative systems and the Microsoft Office platform
- Knowledge of USU Programs and Clubs and Societies
- Ability to work across all functional areas in Student programs

Personal attributes

- Warm and approachable, friendly
- Flexibility and adaptability towards work
- Shows a willingness to assist others – both within own department and in other areas
- Forthcoming with ideas
- Respectful and courteous
- Punctual

Desirable Criteria

- Valid USU Membership at the time of interview
- Demonstrable involvement in USU programs, events and activities
- Demonstrated experience in spruiking and/or promotions
- Cash handling experience and use of EFTPOS/credit card systems
- Previous demonstrated use of Point of Sales Systems
- Computer proficiency and general PC and mobile troubleshooting skills
- An understanding of WH&S principles and to be able to apply them in the workplace
- A current NSW driver's licence
- Able to speak a language other than English
- Knowledge of university communities
- Knowledge of Australian youth culture
- Supervisory experience

Physical Requirements

Required frequently: sitting, standing, walking, reaching, holding, lifting above shoulder height, lifting up to 10 kilograms

Compiled by: Programs Manager Date: November 2018

Authorised by: People & Culture Business Partner Date: November 2018

Current Employee Signature: _____ Date: _____