

Position Description

Job Title:	Clubs Coordinator (Events & Engagement)
Business Group:	Clubs
Section:	Student Engagement
Reports to:	Clubs Manager
Location:	UNSW Campus, Kensington
Date Revised:	September 2023

POSITION SUMMARY

The Clubs Events & Engagement Coordinator's core function is to spearhead Arc's engagement with Arc-affiliated Clubs (including through coordinating programs and initiatives), and support relationships with other key stakeholders of the Arc Clubs team. This position enables Arc to engage and develop the students of UNSW through supporting more than 300 student-run Clubs. The position works within the Arc Clubs team, working alongside other full time and part time staff and supporting the Clubs Manager. The Clubs Coordinator (Events & Engagement) also assists with or coordinates other projects undertaken by the Department, as required.

KEY TASKS & ACCOUNTABILITIES

- Arc-run Club Events (face to face, online and hybrid)
 - Coordinate Arc Clubs-run and events that feature Arc Clubs, such as O-Week, Games Galore, Winter Wonderland and International Markets
 - Provide event management and logistics support to other Arc Staff running Club-related events and activities, such as training opportunities for student leaders (i.e. the Student Leaders Upskill Series)
 - Ensure that club engagement and Arc's core values are embedded in the design and implementation of activities.
 - Review existing Arc-run Club event and activity offerings and drive the development of new offerings, in consultation with students and Clubs
- Club Event & Engagement Support
 - Develop engaging and approachable relationships with Clubs and Club Executives

- Identify opportunities to reach targeted clubs and communities through innovative and culturally relevant club-based activities
- Encourage and facilitate new or bigger Club activities, both with individual Clubs and with groups of Clubs, and provide support and advice to clubs on running such events as needed
- Provide training to Clubs and student staff on areas such as events management and risk management.
- Gather and monitor stakeholder feedback and club perceptions to further shape the approach taken by Arc toward its affiliated clubs and the events we offer.
- Clubs Support – alongside other members of the Arc Clubs team:
 - Manage 1 student staff member to assist you in the delivery of Arc-run Club events and other activities as required
 - Provide support to approved New Club applicants to establish their Club's presence.
 - Provide Clubs with support with grievances & complaints
 - Support Arc and the Arc Clubs team's response to complaints made to Arc about Clubs, including providing input on the response and undertaking tasks and responsibilities where required by Clubs Manager
 - Undertake other Club-related tasks, as required by the Clubs Manager, such as participating in Club Reaffiliation tasks, processing bookings
 - Have a thorough and working knowledge of Arc policies and procedures relating to Clubs
- General Department Support
 - Report, track and analyse data on progress towards department goals
 - Assist in administrative duties, events or projects as required by the Clubs Manager.
 - Project-manage or undertake tasks as required by the Clubs Manager.
- Comply with all Work Health and Safety (WHS) policies and procedures of UNSW as well as Arc@UNSW and take reasonable care to ensure the actions and omissions do not impact the Health and Safety of others in University and work place.
- Perform all Arc required Cultural & Behavioral Competencies in satisfactory level.
- 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

- Passion for Campus life, to maximise it at UNSW through student Clubs.

- Proven skills and experience managing events involving a large number of stakeholders
- Experience in student engagement
- Proven interpersonal skills and experience, ability to work with and positively engage with many different types of people, especially students in a student oriented environment; a strong background in customer service is preferable;
- High level oral and written communication skills including proven skills in relationship building;
- Demonstrated strengths in problem-solving and critical thinking, coupled with sound judgement and ability to interpret policy.
- Proven understanding and experience in cultural diversity issues, awareness, promotion and advocacy;
- Experience handling sensitive student issues, incidents and conflicts, both directly and indirectly (e.g. providing guidance to students in handling these situations), applying policies and procedures where relevant;
- High attention to detail with demonstrated project planning skills, including experience in planning, overseeing and finalising the completion of projects on time;
- Demonstrated competent use of Windows OS, with Intermediate skill competence in Microsoft Office applications (particularly Microsoft Word and Excel);
- Knowledge of Workplace Health and Safety (WHS) and Ethical Practice, along with the ability to apply these principles in the workplace;
- Current Working With Children Check

DESIRABLE CRITERIA

- Experience with student Clubs (or similar organisations), especially at UNSW
- Experience with community engagement, especially with students
- Proven experience establishing new procedures
- Experience using CRM software, especially Salesforce
- Current NSW Drivers Licence (at least Provisional)