

## POSITION DESCRIPTION

<b>Position title:</b>	Communities Engagement Coordinator
<b>Department:</b>	Student Programs
<b>Reporting to:</b>	Clubs and Societies Manager
<b>Employment type:</b>	Full Time – 12 month contract
<b>Classification:</b>	Level 3 The University of Sydney Union Industrial Agreement 2001
<b>Conditions:</b>	35 hours per week May include some weekends and nights as dictated by business requirements. May include travel as dictated by business requirements

## POSITION PURPOSE

The Club Communities Coordinator plays a crucial role in the USU Clubs & Societies program, responsible for administrative support, customer service, and fostering student engagement within club communities. They facilitate forums, gather feedback, and cultivate relationships, focusing on community interests. This role, part of the Student Programs team, works to improve the campus life experience for student leaders.

The incumbent is charged with the growth and development of existing communities, stimulating member participation, and gathering feedback to enhance the program. Hosting forums, addressing community issues, and sharing ideas are integral parts of this role.

The incumbent oversees ten thriving communities, establishing an operating rhythm of meetings and actions for their betterment. They assess community needs through various communication methods and report to the Clubs Manager. They provide support and direction to the clubs in organising safe, inclusive activities and events, and assist with club administration for the team.

## POSITION ACCOUNTABILITY STATEMENTS (PAS)

Key Result Areas	Key Tasks	Key Performance Indicators
<b>Customer Service and people relationships</b>	<p>Ensure professional standard of customer service is provided to all enquires</p> <p>Develop consultation and engagement mechanisms to identify and address needs within Clubs communities</p>	<p>Customer service levels consistently measured / feedback provided</p> <p>Community needs are being heard and circled through the Clubs team for review and implementation</p>

	<p>Develop and maintain relationships with key members of USU Club Communities</p> <p>Provide mentorship to Clubs so they can successfully engage with their community</p> <p>Build and maintain relationships within the USU, University &amp; student body, especially, Faculty Presidents and broader membership</p>	<p>Engagement between communities is consistent</p> <p>Clubs feel confident to participate in their communities, raise issues, engage with other clubs and to host events benefiting their members</p> <p>Community Members know who they can come to if they have questions and issues</p> <p>Liaise directly with Faculty Clubs and establish regular meetings where required</p>
<b>Communication and Engagement</b>	<p>Coordinate regular engagement events for USU Club Communities</p> <p>Work with the Clubs and Societies Manager to develop an annual communications plan for USU Clubs Communities.</p> <p>Develop mechanisms to maintain current executives within the program.</p> <p>Develop scheduled online or in-person forums for communities</p>	<p>Club Execs attend sessions and receive relevant information</p> <p>Clubs actively engage in regular forums</p> <p>Content is relevant and informative All databases are accurate and maintained.</p> <p>Club executives are aware of the schedule.</p>
<b>Administration</b>	<p>Provide clerical and administrative assistance to C&amp;S Manager</p> <p>Maintain C&amp;S Databases and management platforms on a day-to-day basis, including updating &amp; testing of new features</p> <p>Where required, aid in training new casual team members</p>	<p>Support Manager as requested</p> <p>Database is up-to date and any issues escalated</p> <p>Casual team members are aware of the roles and responsibilities and can triage enquiries where required</p>

	Identify ways to continuously improve administrative processes relating to Club management system, and general club interaction with the program.	Provide feedback to C&S Manager on things to improve for the betterment of the club experience and staff
<b>Ad-hoc Support</b>	<p>Provide general assistance for C&amp;S responsibilities and tasks</p> <p>Participate in other projects as required</p> <p>Provide support to the C&amp;S team as required.</p> <p>Prepare ad-hoc newsletter content to be included in broader comms as required.</p>	<p>Program is supported where required</p> <p>Support requirements delivered on time and to specification</p> <p>Team feels supported during busier periods if required</p>
<b>Other</b>	Other duties as required	Willingness to perform other duties to a high standard
<b>Work Health &amp; Safety</b>	<p>Report all incidents and hazards immediately to Manager and the People &amp; Culture Department</p> <p>Compliance with all WHS Policies, Procedures, and instructions</p> <p>Conducting all work in a safe manner</p> <p>Use and maintain safety devices and personal protective equipment (PPE) correctly</p>	<p>All incidents and hazards reported immediately</p> <p>All WHS Legislation, instructions, Policies and Procedures complied with</p> <p>Work conducted in a safe manner and PPE worn at all times</p>
<b>Demonstrate commitment to the department and USU as a whole</b>	<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>

		All interactions are professional, respectful, polite, and courteous
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This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

### ESSENTIAL CRITERIA

- Relevant tertiary qualification
- 2-3 years in a Community Engagement role
- Demonstrated experience working in a youth program
- Excellent customer service skills (face to face, telephone & written) with demonstrated ability to resolve customer issues and find solutions
- Demonstrated event or project coordination skills
- Excellent organisational skills with the ability to plan ahead
- Demonstrated administration skills with experience working on database, customer relationship and customer service platforms and systems.
- Demonstrated knowledge and skills in computer-based administrative systems, particularly Microsoft and google suite of applications
- Demonstrated excellent written and verbal communication skills
- Demonstrated ability to work with minimal supervision and as a member of a team
- Ability to work with a diverse range of people from differing backgrounds
- Proven ability to work with deadlines & under pressure with the ability to juggle competing priorities
- General understanding of University environment

### DESIRABLE CRITERIA

- Demonstrated knowledge of the University of Sydney, The University of Sydney Union and its activities
- An understanding of implementing compliance and working within a regulative environment
- Understanding of USU Clubs & Societies Program
- Experience in working in a not-for-profit organisation
- A current NSW provisional or above Driver's License

### PHYSICAL REQUIREMENTS

Required frequently: sitting, standing, walking, bending, reaching, squatting, driving, lifting above shoulder height, lifting up to 5 kilograms

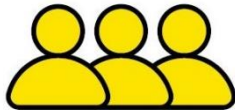
OUR VALUES



Respect



Innovation

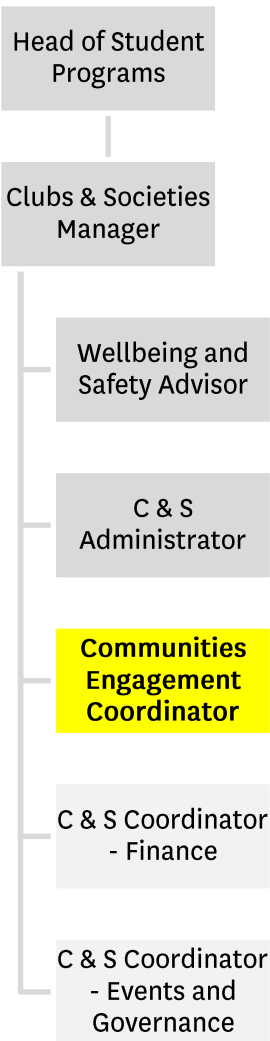


Collaboration



Honesty

TEAM STRUCTURE



Compiled by:	C & S Manager	Date:	January 2024
Authorised by:	People & Culture	Date:	January 2024
Current Employee Signature:			Date: