

<b>Position Title:</b>	Event and Volunteers Officer
<b>Employment Type:</b>	12 month contract, 0.8 full time equivalent (four days per week) Commencing January 2019
<b>Location:</b>	Swinburne Student Union, UN Building, Hawthorn Campus
<b>Job Classification:</b>	SUE 2.1
<b>Salary:</b>	\$53,498.84 pro-rata (\$42,799.07 part-time)
<b>Benefits:</b>	17% employer superannuation contribution Covered by Swinburne Student Union Collective Agreement 2015
<b>Reports to:</b>	Executive Officer

### **About Swinburne Student Union**

Swinburne Student Union (SSU) is an independent Incorporated Association delivering services, activities, advocacy and representation for all higher education and vocational education and training students enrolled with Swinburne University of Technology.

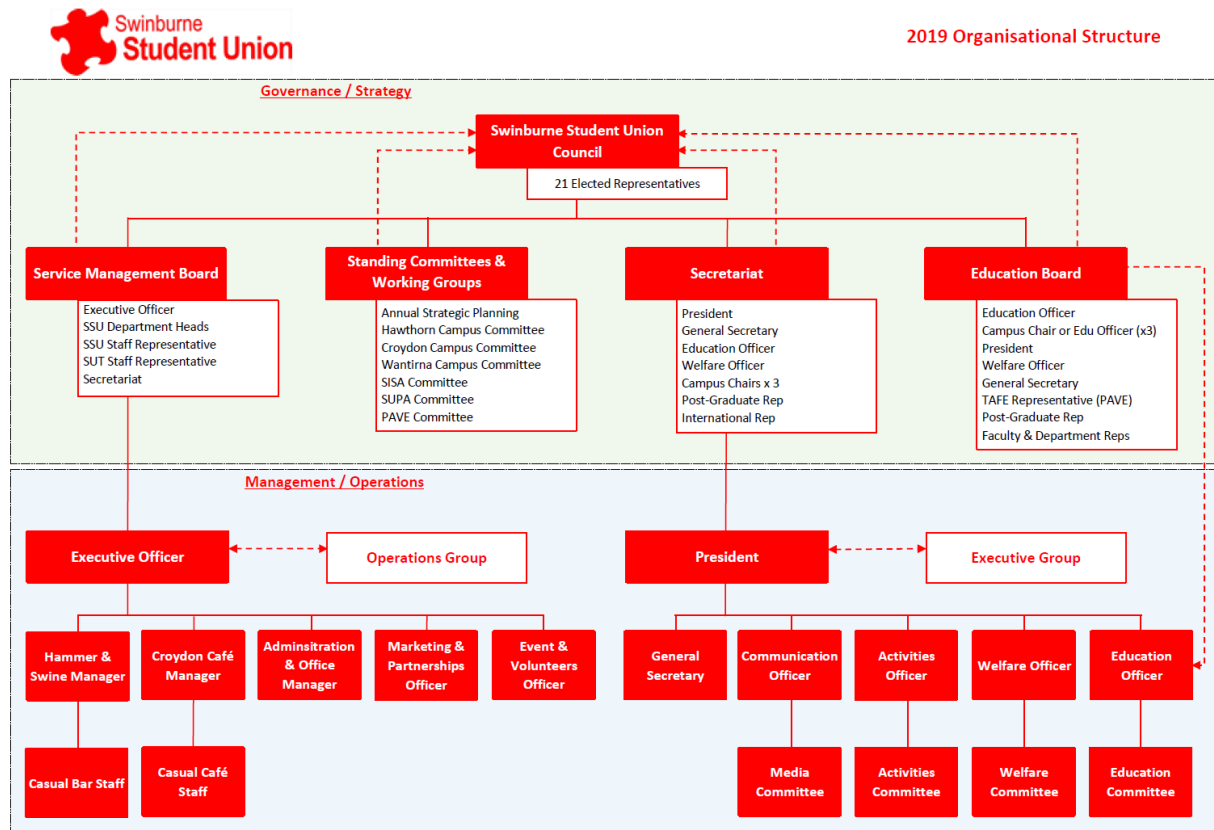
Formally recognized by Swinburne University, SSU receives a portion of its annual funding through the Student Services and Amenities Fee, and further generates its own additional revenues through commercial activities, services and enterprises.

In 2018 SSU delivered over 6,500 free student breakfasts; distributed over 3,000 Welfare on Wheels support packs; provided academic Exam Help Stall supplies to over 5,000 students; trained and supported over 120 volunteers; hosted over 4,000 students at on- and off-campus Social Events; provided O-Week Orientation Advice to more than 5,000 new and commencing students; serviced over 30,000 transactions through our Croydon Campus Cafeteria and over 20,000 transactions via our Hawthorn Campus Student Bar; maintained and engaged an online community exceeding 13,000 user profiles; delivered discount Print Services for over 2,400 unique customers; published and distributed over 10,000 Annual Student Diaries and 8,000 quarterly SWINE student magazines; and facilitated a wide range of additional member benefits including competition prizes and giveaways to our financial membership base of approximately 4,200.

The association is comprised of paid professional staff, elected students representatives as well as volunteer student supporters. SSU is governed overall by a Council of annually elected students, who operate as the ultimate decision-making body for the Union. The strategic decisions of Council are thereafter implemented by the Union's staff, by its student office bearers and its volunteers.

A key objective of Swinburne Student Union's approach seeks to ensure students remain at the heart of decisions determining the direction and manner in which events and services are provided within the Swinburne community.

## Organisational Chart



## Position Summary

Working as part of a small yet vibrant team of professional staff, the **Event and Volunteers Officer** is responsible for planning, implementing and administering a range of social and cultural activities and events within the annual SSU calendar. A key component within this responsibility involves recruiting, developing and coordinating SSU's team of volunteers to attend and help in delivering the planned activities and events. Another component sees the Officer provide support and guidance to events planned by the elected Student Representatives, ensuring they are well coordinated, promoted and increasingly successful.

Typical events coordinated by SSU throughout the year include free daily student breakfasts and weekly member BBQ's, trivia and comedy night in the Hammer & Swine, O-Week and Welcome-Back-Week street-stalls and social parties, as well as special one-off activities supporting themed initiatives such as RUOK Day, Pride, and Cultural Diversity celebrations.

The Event and Volunteers Officer maintains overall responsibility for ensuring all events, including those delivered by Student Representatives and groups associated with the Union, are well planned and comply with all appropriate occupational health and safety requirements.

It is also expected that the Officer will participate in other customer service, administration and financial activities as part of the broader SSU organisation.

### Role responsibilities

1. Work collaboratively with key SSU stakeholders to plan, refine and confirm an annual calendar of SSU Activities and Events, encompassing O-Week, Welcome-Back-Week, Hammer & Swine social night, student BBQs and market stall events, and so on
2. Work with SSU and Swinburne staff (i.e. Marketing & Partnerships Officer, Bar Manager, Security, Activities Officer, etc.) to ensure all activities and events:
  - have appropriate event and risk management plans in place, including identified objectives, stakeholder roles and contacts, running sheets, and so on
  - have an identified budget against which all revenues and expenditure is accounted, and with all transactions administered in accordance with SSU procedure
  - have access to all necessary personnel, physical facilities and technical equipment
  - have an identified promotional strategy and marketing plan, which may include the production and distribution of posters, fliers, social media posts and event listings
  - have clearly documented roles and responsibilities, with all required training and supervision of volunteers, staff and student representatives occurring as necessary
  - are effectively reviewed and evaluated at the conclusion of the activity, with 'lessons-learned' documented to inform and improve future events and activities
3. Source, engage, order and coordinate all professional activities and services required for SSU activities and events (i.e. entertainment, AV equipment, catering, decorations, etc.)
4. Develop, implement and administer the annual SSU Student Volunteer program, including:
  - identifying and documenting the range and scope of volunteer roles and opportunities available through SSU
  - implementing an annual volunteer promotion and recruitment campaign
  - maintaining accurate and regularly updated volunteer databases and administrative files
  - ensuring volunteers receive suitable training, induction and ongoing support
  - scheduling and rostering of volunteers to identified activities, providing ongoing monitoring of their attendance and feedback on performance as required, and
  - coordinating regular volunteer reward and recognition events
5. Provide on the ground leadership and support at all SSU events and activities, or where unavailable, ensuring all events have clearly identified roles of responsibility
6. Identify, implement and apply processes and procedures to support success and ongoing improvement of SSU Events and Volunteer program activities
7. Attend and represent SSU at appropriate Swinburne and stakeholder meetings and forums
8. Comply with all SSU and University Occupational Health and Safety policies and procedures
9. Other duties as directed by the Executive Officer

### Key Selection Criteria

#### *Essential:*

1. Demonstrated experience in designing, coordinating and/or promoting public events or volunteer programs
2. Excellent administrative and written communication skills, including experience in producing public-facing documents, information or promotional materials
3. Excellent interpersonal and customer service skills, including experience engaging and developing relationships with a diverse variety of customers and professional stakeholders across all levels
4. A commitment to and demonstrated experience working within 'social values' focussed organisation or environment, including the ability to manage sensitive information
5. Creative or analytical problem solving skills, including the ability to respond quickly and lead confidently within a fast-paced environment
6. Demonstrated self-drive and initiative, including the ability to work unsupervised
7. Established IT skills including Microsoft Office, email, social media and internet
8. Working with Children Check (or willingness to secure a WWC)

#### *Desirable:*

1. Familiarity with Swinburne University as either a current or recent Swinburne student
2. Previous experience working with or within a Student Union or Higher Education Services

### How to apply

Email a copy of your CV as well as a cover letter and response to the Key Selection Criteria to [apply@ssu.org.au](mailto:apply@ssu.org.au) by 11:59pm Sunday 18 November, 2018.

Only applicants clearly addressing the Key Selection Criteria will be considered.

For further information, please contact:

Mr Matthew Posetti  
Executive Officer  
Swinburne Student Union  
03 9214 5440