Position Description

Front Desk Volunteer
Student Life

**POSITION SUMMARY**
The student volunteer will provide information and guidance to students and staff at the front desk of Student Life. They will answer student enquiries, promote professional development opportunities and guide students to support when necessary. The students will also assist with preparing for events, communications/marketing, IT and other office tasks.

The position will be for 3 to 6 hours per week for a minimum of 30 hours, fitting around your university timetable. It will be recognised through AHEGS. Training will also be provided.

**ORGANISATIONAL ENVIRONMENT**
Overview of the Faculty/School/Divisional Work Unit
Student Life is one of the functional areas in the portfolio of the Deputy Vice-Chancellor (Education). This position sits in the Student Life portfolio which has responsibility for a range of pre-university programs, student enquiries, transition and orientation as well as development and support services (Counselling and Psychological Services, Student Equity programs, Disability Services, the Learning Centre, Student Development, and Art Music and culture and the University Health Service).

Student Life is committed to ensuring that a positive and valuable student experience is delivered consistently in support of the University’s endeavours. Programs include transition and orientation, peer mentoring, U@UNSW, UNSW Advantage and Leadership programs. Student Life units in the Goodsell building include Equity Diversity and Disability Support, Educational Support Advisors, ASPIRE and Student Development International. This position assist students with general enquiries, and more specialised enquiries and tasks based on service registration, appointment bookings and responding to telephone and email enquiries.
Reporting Relationships

Supervisor’s title: Equity Support Officer
Other positions reporting to the supervisor: nil
Positions reporting to this position: N/A

KEY DUTIES & RESPONSIBILITIES

- Act as an initial point of contact for students and university staff; manage enquiries, organise appointment bookings and provide appropriate information on service delivery, programs and initiatives, in a professional and courteous manner
- Contribute to positive internal and external working relationships
- Undertake general office duties, including processing and data entry
- Contributing to the organisation of meetings, chairing, minute taking and compilation of reports as required
- Update FAQ knowledge base
- Assisting with event preparation for promotional activities and events including Information Days, Orientation week, Open Days etc.
- Appropriate problem-solving to enhance the quality, efficiency and effectiveness of customer and administrative services for the benefit of all service stakeholders
- Other relevant duties as required

SELECTION CRITERIA

- A current student at UNSW
- Excellent communication skills including liaising sensitively with people from diverse backgrounds/cultures and the ability to communicate empathetically.
- Ability to act with tact and discretion and to maintain confidentiality
- Ability to work flexibly, show initiative and contribute ideas as part of a cohesive team.
- Knowledge of services and development programs available to UNSW Students across campus
- Knowledge of equal opportunity principles and health and safety responsibilities and commitment to attending relevant health and safety training,

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.