



Volunteer Position Description

Position Title: MSA Department Experience –
Office Administration & Marketing Volunteer

Unit: Department

Reports to: MSA Short Courses Manager

Effective Date: Term 1: Semester 1 (Weeks 2 – 11)
Term 2: Semester 2 (Weeks 2 – 11)

Incumbent _____
Signature _____ **Date** _____

APPROVED BY SUPERVISOR _____
TITLE _____
SIGNATURE _____ **Date** _____

ORGANISATIONAL CONTEXT

Monash Student Association:

Located at the Clayton Campus of Monash University the MSA is made up of elected student representatives who represent all Clayton campus students on general issues such as quality of education, course costs and student welfare, as well as specific issues such as women's affairs and queer affairs.

Position Summary:

The Monash Short Courses Centre is a not-for-profit service provided by the Monash Student Association. Since 1969, we have been providing high quality, low cost short courses in a range of interest areas, including computer training, languages, art and crafts, music and dance, health and wellbeing, food and wine, vocational and business skills, personal development, and practical skills. In 2004 the Centre became a Registered Training Organisation (RTO) and as such has commenced offering nationally accredited training. The Centre employs a full-time manager and two full time administrative and promotional staff, as well as over 80 specialist tutors who teach courses over three semesters each year.

The successful applicant will experience the running of promotional activities of an independent RTO (Registered Training Organisation). The applicant will be mentored by the Monash Short Courses Centre Course Coordinator and given the opportunity to apply and develop their own creativity and knowledge of marketing to people looking to further their education.

The applicant will be given the opportunity to assist in promoting the courses and funding available at the Monash Short Courses Centre. This experience will be beneficial to people wishing to work in marketing and marketing non-profit organizations.

The volunteer will be supervised by and given the opportunity to volunteer alongside the Monash Short Courses Centre Course Coordinator. This position is located at the Monash Short Courses Centre office in Clayton (Building 51).

The volunteer can choose to complete the program from March to October (8 months) or within a 4 month period. The volunteer is free to end the program at any time. If requested by the volunteer, the term can be shortened or extended according to each student's needs. The *MSA Work Placements and Internships* are limited to one volunteer each full-time term and two volunteers each part-time term.

At completion, the volunteer will have the opportunity to complete a Certificate level course through MSCC (conditions apply) and one reference letter from the MSCC Course Coordinator.

As per the *MSA Volunteer Reward Program*, for each hour that the volunteer is required they will be rewarded with .5 Reward Points. No more than 120 Hours/60 Reward Points can be claimed per term. To claim Rewards Points, the volunteer must record points using the *MSA Volunteer Position Log* (Form is located on the MSA Website).

KEY RESULTS AREAS AND RESPONSIBILITIES

1. Operational

- As part of the Short Courses team, the volunteer will be asked to complete duties in some or all of the following areas:
 - Work with the Course Coordinator to promote MSCC through social media

- Create various ideas and concepts to publicise and market the courses effectively
- To analyse competitors of the MSCC
- Contact various individuals, companies and entities regarding the courses, ascertain appropriate ways they may be able to assist, and follow up on this contact
- Investigate and follow up on opportunities that may assist in marketing for the courses
- Create and maintain relationships with people on and off campus that may assist in the wider marketing and publicity for MSCC
- Create and distribute flyers and posters to help promote the courses held at MSCC
- Ensure all MSA, MSCC and Monash guidelines are followed
- To participate in running a stall at the Herald Sun Careers Expo on (If volunteering at the time- 15-17 August)
- Communicate regularly, clearly and effectively with the relevant members of the MSCC team regarding your progress, availability and needs and regularly share important production information
- Be committed to assisting in marketing and PR for the MSCC in any way that may be appropriate e.g. postering, using social networking and spreading the word to various communities
 - Be respectful and understanding of your fellow team members
- Maintain a safe work environment and standard of operation.
- Ensure a professional level of customer service is achieved at all times.
- Ensure that established sanitation and safety standards are maintained.
- Provide support to the MSA Short Courses Manager and other MSA staff and volunteers.

2. Policy, Procedures, Quality and Systems

- Contribute to policy or procedural initiatives.
- Ensure that the MSA volunteer policies and procedures are strictly adhered to.

3. Leadership and Management

- Ensure OH&S compliance.
- Provide continual feedback on efficiency and performance.
- Ensure statutory requirements and MSA policy, are being adhered to by students who are volunteering within area of responsibility.

4. People Management Requirements

- Treat employees, customers and peers with honesty, fairness and respect.
- Demonstrate the values of Monash Student Association.
- Act in a manner that is consistent with Monash Student Association's culture, values and strategic vision at all times.

5. OH&S Requirements

- Fulfil a series of OH&S requirements to ensure the safety and wellbeing of all cast and crew (a universal requirement of being involved in MSCC). These points are briefly outlined below, will be explained in more detail as necessary, and include:
 - Induction into the Monash Short Courses space
 - Registering as a volunteer with the MSA
 - Completing The Monash University online video safety induction

- Conducting your duties in a safe manner at all times, pursuing the avoidance of any injuries to yourself or others.
- Maintain a safe workplace in accordance with Monash University and Monash Short Courses Centre
- Comply with all legislative OH&S requirements, including but not limited to, reporting all hazards immediately, reporting all incidents immediately, participating in OH&S training and ensuring all necessary licences, registrations and certificates pertaining to the role are in place.
- Correctly use Personal Protective Equipment (PPE) and other equipment when required.

KEY RESULTS AREAS

- Works well in a team environment, both within the immediate area of responsibility and that of the wider Monash Student Association.

KEY SELECTION CRITERIA

Essential

1. Current enrolment in an undergraduate degree at Monash University.
2. Comfort with face-to-face and telephone communication.
3. High level of computer literacy, preferably with sound skills in Microsoft Office and Adobe.
4. Proven ability in completing a varied and complex workload in a timely and effective manner in conjunction with maintaining attention to details and accuracy.
5. Initiative in problem solving and recommending solutions to group goals.
6. Ability to deal efficiently and tactfully with sensitive and confidential matters.
7. Interpersonal skills, with demonstrated strong written and oral communication skills and the ability to develop and maintain constructive working relationships at all levels and across diverse groups.
8. Enthusiasm for working with and for students in the tertiary environment.
9. Effective organisational and written and verbal communication skills.
10. Proficient communication skills at all levels.
11. Enthusiasm for working with and for students in the tertiary environment.
12. Ability to work independently or within a team environment

Desirable

1. Marketing and/or PR experience
2. Current enrolment in a qualification in marketing and/or equivalent.
3. An understanding of the principles of not-for-profit organisation.
4. Knowledge of training organisations

OTHER JOB RELATED INFORMATION

From time to time there will be a requirement for the incumbent to work outside the normal span of hours at critical pressure periods, such as during the year-end, and the orientation periods at the commencement of each academic semester.

This position is a volunteer role. No remuneration is provided for work undertaken.

MSA Volunteers may be eligible for the 'MSA Volunteer Certificate' as per the MSA volunteer policies and procedures.