
Position Description

Student Engagement Services Support - Casual

Created: November 2023

Reports to: Manager Student Engagement

Level of supervision: Routine supervision with general direction

Level: 2.1

Position Type: Casual

Position purpose

The purpose of this role is to assist in a variety of allocated areas, in duties that help grow the engagement and service capabilities of GSA.

Main Responsibilities:

Reception duties

Customer Service: Help students and GSA customers via phone, email and face-to-face. Share information, offer advice and referrals to connect them to the right resources.

Facility Maintenance: Keep the reception area, GSA lounge, and mailroom clean, organised, and well stocked

Information Desk: Provide basic information about the GSA building, specifically carrels, lockers, and swipe cards.

Mail Handling: Record and distribute all incoming mail. Coordinate outgoing mail, including couriers.

Issue Reporting: Report any problems from staff and students to relevant parties for smooth association operations.

Building Services

Room Bookings: Manage and coordinate room booking enquiries from students, staff, and external hirers.

Client Assistance: Provide guidance to hirers on Room Hire Rates, terms and conditions, emergency procedures, and waiver applications. Provide tours of function rooms and its facilities to prospective clients.

Booking Coordination: Ensure bookings align with the GSA building requirements in terms of time, space, equipment, furniture and noise and lighting considerations.

Logistical Support: Coordinate with caterers when necessary. Assist with arranging room furniture, audio-visual setups, and conduct security sweeps when required.

Maintenance and Cleaning: Maintain cleanliness and organisation of GSA kitchens and common areas. Report stock shortages to the Reception Liaison Officer.

Events

Setup and Assistance: Assist with setting up and disassembling furniture, decorations, collateral, or catering for events.

Customer Service at Events: Provide customer service during events, including catering, registrations, and handling customer enquiries. Assist the information officer with providing tea and coffee etc. when needed.

Data Collection: Collect information, including participant sign-ups, compiling attendance lists and conducting surveys, as needed.

Event Coordinator Support: Assist the Event Coordinator as required during events.

Key Selection Criteria

- An engaging personality is required to foster positive interactions with diverse stakeholders, create welcome community atmosphere and positive organisational culture.
- Demonstrated ability to provide friendly and helpful customer service, offering information and assistance to students and customers through various channels.
- Proficiency in sharing basic information about facilities and services, ensuring clarity on carrels, lockers, swipe cards, and other relevant details.
- Experience in maintaining cleanliness, tidiness and ensure the reception areas, lounges and mailrooms are well stocked.
- Ability to efficiently handle incoming and outgoing mail, including coordination with couriers.
- Demonstrated ability to promptly report and address problems reported by staff and students for the smooth operation of the association.
- Proficiency in managing room bookings, provide information to stakeholders regarding room bookings, aiding hirers, coordinating logistics for events, and conducting security sweeps when required.

Desirable Criteria

- Proven adaptability to changing work priorities and environments, with a proactive approach to enhancing the efficiency and effectiveness of Student Engagement.
- Demonstrated responsibility in addressing new challenges, proposing process improvements, and taking ownership of tasks to ensure the seamless functioning of student engagement operations in alignment with GSA's commitment to innovation and continuous improvement.
- Demonstrated track record of collaborative teamwork, fostering positive relationships with colleagues across diverse departments.
- Strong communication and interpersonal skills, contributing to a positive team culture that reflects GSA's values of teamwork, respect, and cooperation. This includes the ability to share knowledge, support colleagues, and collaboratively work towards achieving common goals.

Student Engagement KSC questions

To be considered for the position, please complete the questions below and send them in a separate Word document.

- 1. Can you share how your current studies or working experience has affected your interest in student Engagement, and how do you think it will help you succeed in this role?**
- 2. Can you share an example where you identified and resolved a significant issue that could have impacted operations or an event? How would you approach a significant issue that could have impacted operations or an event? How did you communicate with stakeholders to ensure a positive outcome?**
- 3. Fostering positive interactions with diverse stakeholders is central to this role. Can you provide an example of how you've built strong relationships with individuals from various backgrounds while contributing to a welcoming and inclusive environment? How did your approach reflect the values of teamwork, respect, and cooperation?**

Please note

This job description serves to illustrate the scope and potential responsibilities of the post. For a casual position, the candidate may still be undertaking studies in a relevant area. If requested by management or necessitated by the ongoing development of this role, and wherever reasonable, perform other tasks that are related to this specific position description only, i.e., that relate to a role of a Student Engagement Services Support Role – Casual.

Acknowledgement

I certify that I have read, understood, and accepted the duties, responsibilities, and obligations of this casual position.

SIGNED BY

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Employee

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Date

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Manager

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Date