


<b>Position Title</b>	Student Experience Assistant	
<b>Division</b>	Student Services	
<b>Branch</b>	Student Experience	
<b>Position Number</b>		
<b>Salary Agreement/Award</b>	Hospitality Award	
<b>Position Classification</b>	Level 4 (clerical grade 3)	
<b>Nature of Employment</b>	Casual	
<b>Reporting Structure</b>	<b>This position reports to</b> Manager - Student Experience; Events Coordinator	
	<b>Positions reporting to this position</b> G-Team Staff	
<b>Our Values</b>	Collaboration   Inclusivity   Engagement   Ethical   Equity   Compassion   Vibrancy	
<b>Position Objective / Purpose</b>	<p>Aid in the provision of services and programs within the Student Experience Portfolio that contribute to Curtin Student Guild achieving its mission and values and responding to the evolving needs of our student population.</p> <p>Aid in the delivery of services and programs to all enrolled students at Curtin University that will positively impact the quality of the Student Experience whilst studying at Curtin University.</p>	
<b>Specific Duties and Responsibilities</b>	<p>Assume responsibility for being an active member of the Student Experience portfolio, including administrative support to the Student Experience team, as well as the on-ground delivery of events and activations that will enhance the University Experience of Curtin students.</p> <p>As required, assist the Manager – Student Experience with program implementation, service provision, and administrative support in other areas of the Student Experience portfolio. This includes, but is not limited to, the support of clubs and societies.</p>	

Assist the Events Coordinator with the development, implementation, and review of activations and events offered by the Student Experience Portfolio.

As required, assist the Events Coordinator with the planning, bookings and coordination of activations and events.

Assist in the processing of venue and/or equipment bookings on behalf of registered clubs and societies.

Create, maintain and generate simple reports for the Student Experience Portfolio.

Maintain record keeping systems within the Student Experience Portfolio.

Assist in the set-up, delivery and pack down of activations and events offered by the Student Experience Portfolio, including food handling duties.

Assist in the monitoring of events to ensure that they are delivered in a manner that is compliant with Guild policy and procedure; is compliant with Curtin University requirements and legislative responsibilities.

Provide feedback to the Events Coordinator to identify tools and resources that facilitate efficient operations, as well as encouraging innovation and growth within the Student Experience portfolio.

Assist in keeping up-to-date club data and records, as directed by the Manager – Student Experience.

Assist in the set-up, delivery and pack down of on-campus club events on behalf of the Guild, under the direction of, and at the discretion of, the Manager - Student Experience.

Assist in monitoring club events on campus to ensure they are safe, compliant, and that the clubs' submitted Event Management Plans are being followed in the execution of club events.

Assist the Manager – Student Experience with other duties as specified within the Student Experience Business Plan.

Contribute to a proactive culture, first and foremost within the Student Experience portfolio, but also within the wider Guild.

<b>Core Capabilities</b>	<p><b>1. INTERPERSONAL SKILLS</b></p> <p>Achieve objectives through positive interactions and communications with stakeholders</p> <p><i>Key Behaviours:-</i></p> <p>The ability to communicate effectively through verbal and non-verbal means in a variety of settings; Non-threatening, positive body language; and Using listening skills to hear attentively and process information correctly</p> <p><b>2. INITIATIVE</b></p> <p>Make active attempts to influence events to achieve goals; be self-motivated rather than accept passively; take pro-active steps to achieve goals.</p> <p><i>Key Behaviours:-</i></p> <p>Be proactive; Generate ideas for improvement; Solve problems without being asked; Take advantage of opportunities without being asked; Seek opportunities for self-improvement; and Commit to going above and beyond.</p> <p><b>3. INTEGRITY</b></p> <p>Maintain and promote social, ethical and organisational values and standards when conducting internal and external business activities.</p> <p><i>Key Behaviours:-</i></p> <p>Share complete and accurate information; Fairly represent the organisation's capabilities; Maintain confidentiality;</p>
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Adhere to policies and regulations;  
Ability to work with stakeholders and clients of a diverse background;  
And  
Meet personal commitments and promises.

#### **4. TEAMWORK / COLLABORATION**

Work effectively within your portfolio or those outside formal line of authority to accomplish organisational goals; take actions that respect the needs and contributions of others; contribute to and (when appropriate) accept the consensus; temporarily set aside own objectives to achieve the objectives of the organisation.

##### *Key Behaviours:-*

Build relationships;  
Influencing and building relationships;  
Listen and respond with empathy;  
Exchange information freely in a non-confrontational manner  
Build on others' ideas;  
Embrace consultation; and  
Put organisational goals ahead of personal professional goals.

#### **5. WORK STANDARDS**

Set high goals or standards for your performance, and the organisation; self-imposing standards of excellence rather than having standards imposed by others.

##### *Key Behaviours:-*

Set high performance standards;  
Encourage high standards to others; and  
Positively acknowledge when standards are met.

#### **6. RESEARCH, ANALYSIS and JUDGEMENT**

Actively seek relevant information and identify key issues and relationships from a base of information; relate and compare information from different sources; identify cause-effect relationships. Develop alternative courses of action that are based on logical assumptions and factual information, and that take into consideration resources, constraints and organisational values and commit to an action.

##### *Key Behaviours:-*

Actively seek all relevant information;  
Consider all pertinent facts;  
Detect problems or opportunities;

	<p>Weigh up pros and cons / impact of alternatives;  Recognise trends identifying cause-effect relationships;  Implement risk mitigation strategies; and  Commit to the most appropriate action.</p> <p><b>7. NEGOTIATION</b></p> <p>Effective explanation of alternatives and positions to reach outcomes that gain stakeholder support and acceptance.</p> <p><i>Key Behaviours:-</i></p> <p>Explore needs, concerns and positions of others;  Identify points of agreement and disagreement;  Present alternatives;  Keep arguments issue oriented;  Reach agreement through compromise; and  Seek win/win solutions.</p>
<p><b>Corporate Responsibilities</b></p>	<p>Responsible and accountable for the adherence to, Curtin Student Guild accepted behaviours; and perform the applicable responsibilities as detailed in the Guild's Policies and Procedures Manual.</p> <p>As far as is practicable, responsible and accountable for ensuring operations and business activities involving employees, contractors, customers and the public are carried out in a safe environment, and the Curtin Student Guild's policies and procedures - particularly Occupational Safety and Health, Equal Opportunity and Diversity - are adhered to and, where appropriate, implemented within their area of control.</p> <p>Carry out, as required, such tasks and functions that are consistent with the employee's skills, competence and training.</p>

<b>Position Dimensions</b>	<p><b>Supervision</b> The position receives routine to general direction from the Events Coordinator and Manager - Student Experience. This position may supervise others to achieve objectives.</p>
	<p><b>Qualifications</b> Completion of Year 12, with relevant employment experience; or equivalent relevant experience or combination of relevant experience and education/training.</p>
	<p><b>Experience</b> Previous administrative experience is desirable. It is desirable for occupant to have prior experience in event delivery.</p>
	<p><b>Training</b> As above.</p>
	<p><b>Task level / complexity</b> The occupant of the position will be able to coordinate multiple tasks/projects concurrently. The occupant must possess adequate diagnostic skills and assessment of the best approach to a given task.</p>
	<p><b>Organisational Knowledge</b> The occupant of this position will be required to perform tasks which require knowledge of work processes and a knowledge of how they interact with other related areas and processes.  It is also expected that this position understands the synergies and relationships between their activities and those of other portfolios and divisions, in particular the Representation division.</p>
	<p><b>Judgment</b> The occupant of the position will be required to manage workflows and make decisions within an established guideline and timeline.</p>
	<p><b>Independence</b> The occupant of this position is expected to be responsible for task completion with routine to general direction.</p>
	<p><b>Problem solving</b> The occupant of the position will be expected to troubleshoot problems with reference to established techniques and practices.</p>

<p><b>Selection Criteria</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Prior experience in an administrative role</li> <li>• Exposure to event delivery and planning</li> <li>• Experience in coordinating the delivery of multiple tasks concurrently and to meet strict deadlines</li> <li>• Demonstrated consultation and engagement experience;</li> <li>• Excellent communication skills</li> <li>• Excellent communication and interpersonal skills and the ability to deal effectively with individuals at all levels;</li> <li>• Demonstrated ability to be proactive in the identification of new opportunities and initiatives; and</li> <li>• Highly motivated, with an outgoing personality</li> </ul>
	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Proven experience in event delivery;</li> <li>• Demonstrable knowledge of event management processes;</li> <li>• Prior work experience in the tertiary education sector;</li> <li>• Prior experience in dealing with local councils</li> <li>• A basic knowledge of Occupational Health and Safety principles</li> <li>• A knowledge of AV equipment</li> </ul>
<p><b>Other relevant job information</b></p>	<p>The occupant may be required to work non-standard hours to suit the needs of the Guild’s business activities and that of their team. The occupant may be required to work prescribed hours as in order to meet the needs of the business.</p>