


## JOB DESCRIPTION

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| <b>Position Title</b>   | Club Support Assistant  |  |
| <b>Division / Department</b>  | Student Services / Clubs & Societies  |   |
| <b>Position Number</b>  | 2303  |   |
| <b>Salary Agreement/Award</b>   | Curtin Student Guild Enterprise Agreement   |   |
| <b>Position Classification</b>  | Level 2   |   |
| <b>Nature of Employment</b>   | Part-Time 0.6FTE (3 days per week)  |   |
| <b>Reporting Structure</b>  | <b>This position reports to</b><br>Manager - Clubs & Societies<br>General Manager - Student Services<br>Managing Director   |   |
|   | <b>Positions reporting to this position</b><br>Nil  |   |
| <b>Our Mission</b>  | To enrich the student experience through a strong student voice and inclusive services, whilst fostering a vibrant and fun community.   |   |
| <b>Our Vision</b>   | To be the leading and most trusted, independent, student-run organisation in Australia, that is highly valued by our students, the broader sector and community.  |   |
| <b>Our Values</b>   | Autonomy   Equity   Accountability   Community   Sustainability   |   |
| <b>Purpose of Position</b>  | To provide reliable and efficient administrative support to Guild-affiliated clubs, helping them operate smoothly and in accordance with established procedures. The role is primarily responsible for club-related enquiries, documentation processing, record-keeping, and front-line assistance. In addition, the position provides routine reception coverage and contributes to the operational delivery of Guild events as required, all under routine supervision. |   |
| <b>KEY DUTIES AND RESPONSIBILITIES</b>  |   |   |
| <b>Responsibilities may include but are not limited to:</b><br><br><b>1. Club Administration &amp; Support</b> <ul style="list-style-type: none"> <li>• Provide front-line administrative assistance to Guild-affiliated clubs, including responding to enquiries and directing clubs to appropriate resources.</li> <li>• Assist with processing and maintaining club documentation (registrations, officer changes, affiliation updates, venue and equipment booking forms).</li> </ul> |   |   |

- Maintain accurate club information across internal systems and databases.
- Provide clubs with timely information regarding Guild procedures, deadlines, and requirements.
- Check submitted documentation for completeness and refer non-standard or complex matters to senior staff.
- Assist clubs with routine event-related forms and bookings following established procedures.
- Support club engagement activities by providing administrative assistance during peak times.

## **2. Event & Activity Support**

- Assist clubs with standard event administration tasks, including submitting required forms and booking requests.
- Provide basic guidance to clubs on event requirements and direct complex enquiries to the Clubs Officer or Manager.
- Assist in the delivery and some on-ground execution of Guild events under routine supervision.
- Undertake the physical set-up and pack-down of events as directed.
- Promote the Guild, its services, and upcoming events to the Curtin community.
- Encourage student engagement and participation in Guild activities and events.
- Assist in ensuring the safety, cleanliness, and visual presentation of event areas, referring any hazards or issues to senior staff.
- Support a positive, cooperative, and effective team environment during event delivery.
- Assist with facilitating activities, workshops, and interactive experiences as directed by the Events team.
- Assist with preparing materials and equipment required for events.

## **3. Compliance & Information Management**

- Check submitted documentation for completeness and compliance with Guild procedures, referring non-standard or complex matters to senior staff.
- Update club information on databases or internal systems as directed.
- Assist with distributing compliance reminders and general information updates to club committees.

## **4. Portfolio Administration Support**

- Assist with reception duties during scheduled lunch breaks and periods of leave, providing basic front-of-house support under routine supervision.
- Greet students and visitors, provide general information, and refer enquiries to the appropriate staff member or service area.
- Answer incoming calls, provide standard information, and transfer calls as required.
- Assist with simple administrative reception tasks such as distributing mail, maintaining tidy front-of-house areas.
- Support membership-related administrative tasks, such as directing students to online sign-up forms and assisting with simple enquiries.
- Assist with routine bookings (venue, equipment) by following established procedures and escalating non-standard matters.
- Support Guild and student activities during peak periods, including event support tasks for within the scope of Level 2 responsibilities.

## **5. Operational Support and Other Responsibilities**

- Contribute to creating a fun, inclusive, and vibrant community for Curtin students
- Foster strong relationships across the Guild and University community.
- Promote and uphold the Guild's Mission, Vision, Values, and Code of Conduct in all activities.
- Provide a high standard of customer service that reflects the Guild's commitment to student experience.

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| <ul style="list-style-type: none"> <li>Undertake other routine administrative duties as directed by the Manager.</li> </ul> |   |
| <b>CRITERIA</b>   |   |
| <b>Qualifications</b>   | Completion of Year 12; or an equivalent combination of education, training, and relevant experience.  |
| <b>Knowledge, Experience and Skills</b>   | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Experience in administrative, reception, or customer service roles, preferably within a membership-based or community environment.</li> <li>Strong interpersonal and communication skills with the ability to assist a diverse range of students and stakeholders.</li> <li>Proven ability to manage multiple routine tasks concurrently and meet deadlines.</li> <li>Competency using Microsoft Office applications (Word, Excel, Outlook) and the ability to learn new systems.</li> <li>Ability to follow established procedures, seek clarification when required, and escalate non-routine issues appropriately.</li> <li>Ability to work collaboratively within a team and independently under routine supervision.</li> <li>Willingness to work occasional non-standard hours to support activities and events.</li> <li>A level of physical fitness appropriate for event set-up and pack-down tasks.</li> <li>Class C or C-A WA driver's licence (or equivalent)</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Current First Aid Certificate or willingness to obtain one.</li> <li>Experience supporting student clubs, community groups, or volunteer-run organisations in an administrative or front-line service capacity.</li> <li>Familiarity with common club processes such as memberships, committee transitions, meeting documentation, or events.</li> <li>Experience in assisting with club-related activities or on-campus engagement initiatives.</li> <li>Understanding of the challenges faced by student-led clubs and the ability to communicate procedural information clearly.</li> <li>Experience maintaining club or membership databases, spreadsheets, or information records.</li> <li>Prior involvement in student clubs, societies, or similar grassroots organisations (as a committee member, volunteer, or staff supporter).</li> <li>Experience in basic event support (set-up, pack-down, BBQs, engagement activities).</li> <li>Knowledge of the university environment and student services.</li> </ul> |
| <b>Uniform Requirements</b>   | <ul style="list-style-type: none"> <li>Office Attire, neat smart casual attire</li> <li>Uniform may be prescribed for service delivery requirements - to be laundered by you and always of a high standard.</li> </ul>  |

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| <b>Other relevant job information</b>  | <ul style="list-style-type: none"> <li>• The occupant may be required to work specified hours to suit the needs of the business.</li> <li>• 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.</li> </ul> |
| <b>WORK REQUIREMENTS</b>   |   |
| <ul style="list-style-type: none"> <li>• National Criminal record check</li> <li>• Other licences and certifications as and when required for the role</li> <li>• A level of fitness commensurate with the position, pre-employment medical exam may be required</li> <li>• Ability and capacity to work outside of normal office hours when required</li> <li>• Class C or C-A WA driver's licence (or equivalent)</li> </ul>   |   |
| <b>COMPLIANCE AND LEGISLATIVE REQUIREMENTS</b>   |   |
| <p><b>Guild Values and Code of Conduct:</b><br/> You must commit to and uphold the Guild's Mission, Values and Code of Conduct. For more information please visit <a href="#">here</a>.</p> <p><b>Occupational Safety and Health</b><br/> At the Guild, safety is the responsibility of all staff. All supervising staff and managers are obliged to ensure the Guild's safe systems of work are being applied in areas under their control. You are expected to comply with these safety systems and follow reasonable directions given in relation to workplace safety and health. Acting in a manner which puts you or others at risk of serious injury or illness may lead to you becoming the subject of disciplinary action.</p> <p><b>Diversity, Equity, Equality and Fairness</b><br/> You are expected to value and celebrate diversity, and to:</p> <ul style="list-style-type: none"> <li>• Cultivate a community which enables its members to achieve their full potential</li> <li>• Embrace, promote and celebrate diversity within our Community and ensure equality of opportunity</li> </ul> <p><b><u>You</u> must familiarise yourself and comply with all other Guild policies, procedures and legislation relevant to this position.</b></p> |   |