

Position Title:	Volunteering Support Officer
Staff Division:	Student Representation Division
Employment Status:	Full time, 12-month fixed term
Classification Level:	PL 4.1, <i>University of Melbourne Student Union Agreement 2023-2025</i>
Reports to:	Volunteering Senior Coordinator
Reported to by:	N/A
Incumbent:	Vacant
Date Effective:	Late October 2026

The University of Melbourne Student Union Inc (UMSU)

The University of Melbourne Student Union Inc (UMSU) is a dynamic, for-purpose incorporated association, serving as the representative body for all students at the University of Melbourne. Structured around student control of student affairs, UMSU is governed by an elected Students' Council and twelve student departments, chosen by and from the student body.

Located in the heart of the University of Melbourne's award-winning student precinct, UMSU is a vibrant, creative, and diverse social justice organisation committed to representing and supporting University of Melbourne students. Our vast arts and culture programs for emerging student artists are run in a state-of-the-art theatre, a professional art gallery, the iconic Rowden White Library and the Ida Bar – the only student bar on campus.

Our commitment extends beyond engagement to essential support services, including a free legal and advocacy service for students. We host events co-designed by students supported by professional staff, and publish multiple student-led publications, including *Farrago*. Beyond that, UMSU runs a food relief program, oversees over 1000 student volunteers, and has more than 200 affiliated student clubs.

UMSU's overarching goal is to enhance student life at the University of Melbourne. We achieve this by elevating and representing student voices through purposeful engagement and advocacy, offering exceptional programs, services, and opportunities that promote inclusivity and accessibility. Each of our dedicated student departments, committees, and collectives play a pivotal role in shaping the university experience.

Staff at UMSU are organised within four divisions with multiple teams:

- Advocacy & Legal
- Arts & Culture
- Student Representation
- Operations & Communication

The UMSU Constitution establishes that we will:

- Advance the welfare and interests of students.
- Represent students of the University within the University and to the community.
- Provide amenities and services, principally for students and other members of the University community, and incidentally to the public.
- Provide an independent framework for student social and political activity.
- Develop, maintain and support student clubs, societies and associational life generally.
- Promote and defend the rights of students to education on the basis of equality without regard to race, colour, sex, sexuality, gender identity, age, physical disability, mental illness, economic circumstances, political religious or ideological conviction, or national or social origin.
- Oppose violence and/or hatred through militarism, nationalism, or discrimination on the basis of race, colour, sex, sexuality, gender identity, age, physical disability, mental illness, economic circumstances, religion, or national or social origin;
- Provide a democratic and transparent forum in which students' affairs and interests can be
- Governed in an effective and accountable manner; and
- To promote free and accessible government-funded education.

Divisional Overview

The Student Representation division enhances student leadership and representation through support and resourcing of UMSU's elected representatives, clubs, societies, and volunteer programs. The staff in the division support the operational, governance and campaign functions of UMSU's elected student representatives, departments and committees, as well as the good governance of Students' Council. The division assists with collaboration with other UMSU staff divisions to maximise the positive impact of student participation.

Position Summary

The Volunteering Support Officer supports the Volunteering Senior Coordinator in the coordination and delivery of UMSU Volunteer Programs. UMSU supports over 1,000 student volunteers across 14 volunteer programs operating throughout the calendar year. The role provides support with day-to-day volunteer program activity – including rostering, on-the-day direction of volunteers, and administrative support – and contributes to the planning and improvement of volunteer programs and resources under the direction of the Volunteering Senior Coordinator.

UMSU provides student-facing services and events on University of Melbourne campuses, and work is undertaken in person and on site, and after hours as required and will require some manual handling of equipment. UMSU staff employment conditions are covered by the *University of Melbourne Student Union Agreement 2023-2025* and associated policies, such as the Flexible Work Policy.

Key Accountabilities

Program Coordinator

- Coordinate day-to-day operations of UMSU Volunteer Programs, including rostering, on-the-day supervision and direction of volunteers, and scheduling, as designated by the Volunteering Senior Coordinator
- Establish and maintain effective communication with UMSU volunteers, promoting a positive and inclusive volunteer experience
- Assist in gathering feedback on volunteer programs and escalate trends or issues to the Volunteering Senior Coordinator

Administrative Support

- Provide administrative assistance to the Volunteering Department and Student Representation Division, with direction from the Volunteering Senior Coordinator
- Maintain accurate records, databases, and documentation related to volunteer programs, including use of the Better Impact platform, in line with established departmental procedures set out by the Volunteering Senior Coordinator
- Handle inquiries, correspondence, and other administrative tasks to support the efficient operation of UMSU Volunteer Programs
- Ensure volunteers are compliant with all relevant organisational policies, particularly the UMSU Volunteering Policy

Program Development & Delivery

- Assist the Volunteering Senior Coordinator with the planning and delivery of new and existing volunteer programs and initiatives
- Assist with the development, implementation and ongoing coordination of training and onboarding processes for volunteers, as directed by the Volunteering Senior Coordinator
- Assist with the running of programs on and off-site, which may include walking, driving and/or riding as a passenger in a vehicle, as required
- Contribute regular feedback and ideas to improve the volunteer experience

Level of Supervision and Typical Activities

- Work as part of a professional team
- Operate under general direction. May supervise or co-ordinate others to achieve objectives, including liaison with Employees at higher levels. May undertake stand-alone work
- Understand and apply organisational policies and procedures to work assignments

Task Level

May undertake limited creative, planning or design functions; apply skills to a varied range of different tasks.

Organisational knowledge

Perform tasks/assignments which require proficiency in the work area's rules, regulations, processes and techniques, and how they interact with other related functions.

Judgment, independence and problem solving

Provide factual advice which requires proficiency in the work area's rules and regulations, procedures requiring expertise in a specialist area or broad knowledge of a range of personnel and functions.

Health & Safety and Environmental Responsibilities of Staff

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. UMSU staff are required to understand and comply with the organisation's policies and procedures, including, but not limited to:

- *Workplace Conduct Policy*
- *Interaction Protocols Policy*
- *Child Safety Policy*
- *Health and Safety Policy*
- *Privacy Policy*
- *Constitution and regulations, such as the Financial Regulations*
- *Prevention of Sexual Misconduct Policy*
- *Fraud Risk Management Policy and Corporate Governance Policy.*

Flexibility to work remotely is subject to UMSU's *Flexible Work Policy* and relevant legislation, which applies upon commencement.

Key Selection Criteria

Essential Skills and Qualifications:

- Completion of a diploma level qualification with relevant work related experience; or completion of a Certificate IV with relevant work experience; or completion of a post-trades certificate and extensive relevant experience and/or on the job training.
- Demonstrated understanding and commitment to the principles of volunteering and student unionism.
- Demonstrated relevant work experience in volunteer coordination, student services, administration, events, or a related field.
- Demonstrated ability to plan, prioritise and complete tasks in a timely manner, and contribute to the planning, delivery and improvement of programs and activities.
- Demonstrated ability to understand and apply organisational policies, procedures and processes relevant to volunteer programs and student-facing services.
- Well-developed written and verbal communication skills, with the ability to communicate effectively with volunteers, staff and a diverse range of stakeholders.
- Proficiency in Microsoft Office applications and the ability to learn and effectively use relevant computer-based systems and databases.
- A valid driver's licence and willingness to drive and/or ride as a passenger for off-site pickups.
- A valid employee Working with Children Check

Desirable Skills and Qualifications:

- Previous experience working in a student environment
- Knowledge of the National Standards for Volunteer Involvement
- Knowledge of volunteer management software 'Better Impact'

UMSU is a child safe organisation, based on Wurundjeri country. We value diversity, embrace difference, and nurture a connected, safe, and respectful community. UMSU is a member of the Australian Network for Disability. We are committed to creating and maintaining a diverse, inclusive, and safe work environment.

First Nations' people, people of all ages, across all gender spectrums, people with disabilities and culturally and linguistically diverse people are strongly encouraged to apply.

We acknowledge the Traditional Owners of the lands on which we work, and that sovereignty has never been ceded. It always was, and always will be, Aboriginal land.

I have read, understood and agree to comply with the position description.

Signed: _____

Date: _____

(Incumbent)

Signed: _____

Date: _____

(Supervisor)

The information contained in this position description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role.