

## POSITION DESCRIPTION & PERSON SPECIFICATION

<b>Organisation:</b>	<b>OUSA</b>
<b>Position:</b>	<b>Clubs and Societies Centre Supervisor</b>
<b>Nature:</b>	<b>Fixed Term</b>
<b>Reports to:</b>	<b>Clubs and Societies Centre Manager</b>
<b>Direct reports:</b>	<b>Student Receptionists (seven, each .3 FTE Fixed Term)</b>
<b>Indirect reports:</b>	<b>None</b>
<b>Volunteers and Interns:</b>	<b>None</b>
<b>Location:</b>	<b>OUSA Clubs &amp; Societies Centre, University of Otago, Dunedin</b>

The OUSA provides a diverse range of services to its 20,000 student members at the University of Otago. An autonomous body with registered charity status and independence from the University, OUSA offers activities and support to students including:

- A confidential support and welfare advice service, representation and advocacy
- Numerous recreation clubs and societies and the facilities to support these
- A varied events programme
- A student radio station (Radio One)
- An award-winning student magazine (Critic).

The OUSA Executive (the elected student members and governors of the Association) run campaigns and represents student views to the University and other external bodies.

OUSA's core responsibility is to engage its student members through services, events, representation and communication by way of a relevant, responsible, inclusive and engaging approach.

Structurally, OUSA is divided into 8 departments: Corporate support; Events; Communications and Marketing; Clubs and Socs; Critic; Planet Media Sales; Radio One and Student Support Centre.

With approximately 50 staff and many more volunteers, OUSA is a substantial organisation.

Managers of each department report to the CEO, who is responsible to the Student Executive for the overall management of the organisation.

Each of the departmental managers is responsible for the operations of their department, including staffing, financial management and service provision.

OUSA is a dynamic environment to work in – no two days are ever the same! We are an inclusive and supportive employer who values inputs from all staff.

### Position purpose:

- Supervise the running of the OUSA Clubs and Societies Centre during the evening
- Supervise the OUSA Clubs and Societies Centre Student Receptionists
- Supervise reception operations of the OUSA Clubs and Societies Centre during the evening
- Facilitate the delivery of a Clubs and Societies Centre that is welcoming, safe and inclusive.

### Areas of Responsibility

Area	Expected Outputs
<b>People management</b>	<ul style="list-style-type: none"><li>• Supervises the Clubs and Societies Centre Student Receptionists, including rostering, coordinating leave, communicating relevant information, workloads and minor disciplinary processes.</li><li>• In conjunction with the OUSA day services coordinator ensure Student Receptionists have relevant training</li><li>• Ensures any staffing issues are brought to the attention of the OUSA Clubs and Societies Centre Manager in a timely fashion</li></ul>
<b>General Tasks</b>	<ul style="list-style-type: none"><li>• Present the Clubs and Societies Centre as a welcoming, safe and inclusive space</li><li>• Build and maintain strong working relationships with internal OUSA personnel</li><li>• Build and maintain strong working relationships with key users of the Clubs and Societies Centre</li><li>• Service customer enquiries</li><li>• Assist the OUSA Recreation Programme Coordinator and Clubs Development Officer as required</li><li>• Execute all reception duties, including but not limited to stocktake, gear hire, bookings, data entry, sales, till reconciliation and banking.</li><li>• Carry out additional tasks at the discretion of the Clubs and Societies Centre Manager</li></ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"><li>• Take personal responsibility for engaging in OUSA's no-harm, health and safety culture</li><li>• Be familiar with the hazard register for the work area that you work in</li><li>• Communicate to the departmental manager and colleagues any potential hazards that you identify</li><li>• Be familiar with the location of first aid kits and qualified first aiders within the Association</li><li>• Be familiar with and adhere to any health and safety plans and guidelines</li><li>• Ensure incident and accident forms are filled out for all incidents and accidents that you are involved in, and notify the departmental manager of these</li><li>• Be proactive in identifying new health and safety initiatives within the department and the wider OUSA community</li></ul>

## Personal Attributes

<b>Working Collaboratively</b>	<ul style="list-style-type: none"><li>• Ability to build and maintain professional and productive relationships</li><li>• Ability to relate to a diverse range of people</li><li>• Excellent written and oral communication skills</li><li>• Communicates positively with colleagues across the OUSA to ensure a strong collegial culture within OUSA</li></ul>
<b>Organisation</b>	<ul style="list-style-type: none"><li>• Manages self, resources and workload to meet timelines</li><li>• Is organised and keeps all files and documents in order</li><li>• Ability to work independently and as part of the team</li><li>• Ability to recognise when issues need to be escalated to the Departmental Manager</li></ul>
<b>Change</b>	<ul style="list-style-type: none"><li>• Is flexible and resilient to meet the ever changing needs of the OUSA</li><li>• Is able to effectively deal with a wide range of issues that may arise from time to time in a busy, multi-user environment</li></ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"><li>• Anticipates problems and proactively resolves them in an appropriate manner, escalating issues to the Departmental Manager when appropriate</li></ul>

## Qualifications and Experience

- Two to three years-experience in customer service roles
- One to two years-experience in human resources, operations or related disciplines
- Working knowledge of the Health and Safety at Work Act 2015 and the Employment Relations Act 2000
- A full drivers licence would be an advantage
- Understands the student environment and can engage effectively with students
- A valid Workplace First Aid Certificate (or commitment to getting one)
- A valid Fire Warden Certificate (or commitment to getting one)