

Position description & Person Specification

Organisation:	OUSA
Position:	Clubs and Societies Centre 2IC
Reports to:	Clubs and Societies Centre Manager (CSM)
Direct reports:	Student Receptionists (10 Plus Fixed Term) *Reports of the CSM when acting on their behalf at specified periods.

Location: **OUSA Clubs & Societies Centre**

Organisation:

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 1 and Student Support Centre. With approximately 100 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:

- Provides leadership within the department. Supports management, championing CSM decisions.

- Manages the front of house operations
- Supervises the Centre in the absence of the CSM
- Manages the reception staff
- Produces content for the centres social media channels and website
- Provides managerial support to the Manager
- Fulfil the role of CSM as required
- Provide administrative support to affiliated clubs and societies and the recreation programme

Areas of Responsibility

Area	Expected Outputs
<p style="text-align: center;">Human Resource Management</p>	<ul style="list-style-type: none"> • Recruitment of reception staff under the direction of the CSM • Onboarding and ongoing training (professional development) of reception staff • Oversee the management of receptionist duties and performance. Is available to staff for guidance outside of hours (where there is an emergency or something of importance) where required. • Rostering and scheduling of receptionists including leave requests. This includes organizing cover (sometimes) within short timeframes or working overtime if coverage cannot be found. • Timesheet management • Minor performance and disciplinary management • Reports staffing issues to the CSM • Provides managerial support to the CSM (as 2IC). • Fulfils the role of relief CSM as required (noting the scope of associated duties would be reduced). <i>Periods of longer coverage will be proportionately compensated.</i>
<p style="text-align: center;">Reception/front of house</p>	<ul style="list-style-type: none"> • Manages the servicescape of the foyer • Facilitates a centre that is welcoming, safe and inclusive • Fosters positive experiences within the facility • Establishes working relationships with stakeholders • Presents reception in a clean, professional and organised manner • Services customer needs • Acts as the central contact for reception inquiries. Manages the point of sales system • Complaints management • Documents and reports information relevant to the responsibilities • Phone, email, SMS and in person correspondence • Maintains and works to improve the standard operating procedures for reception • Reconciliation of the till and banking deposits • Processes transactions • Administrates room bookings (including regular bookings and configuring settings for the bookings system) • Inventory management including sales

	<ul style="list-style-type: none"> • Manages support services (for example gear hire) • Promotion/education of the centre to new users • Identifies and manages opportunities for revenue generation • Seeks improvement, enacting measures to increase the quality of our services and efficiency of operations
Facility Management	<p>Provides support to the CSM in the areas of:</p> <ul style="list-style-type: none"> • Operations and maintenance • cleaning • Planning • Marketing • Health and safety • Technology • Compliance and regulatory • Project management • Asset management <p>In the absence of the CSM:</p> <ul style="list-style-type: none"> • Supervises the centre operations in the absence of the CSM • Holds delegated authorities to act on the CSM's behalf • Oversees reactive emergency maintenance • Enacts and manages emergency procedures as required • Holds the position of fire warden • Ensures the centre is complying with its legal obligations under the Health and Safety Act, Building Act and Fire and Emergency NZ Regulations
Health and Safety	<ul style="list-style-type: none"> • Take reasonable care of their own health and safety • Take reasonable care that others are not harmed by something they do or don't do • Follow any reasonable instructions given to them • Cooperate with any reasonable health and safety policy or procedure • Commits to a positive health and safety culture • Holds and renews a valid first aid and fire warden certificate
Departmental Support	<ul style="list-style-type: none"> • Provides administrative support for our affiliated clubs and societies and the recreation programme • Provides short term cover of CDO and RPC duties as required, for longer periods of absence • Manages regular club bookings • Holds the role of secretary for the Grants and Blues and Golds Panel • Drafts grant contracts • Maintains an accurate database for club details online • Manages club gear hire • Assists in processing of re-affiliations

	<ul style="list-style-type: none"> • Facilitates activity provision under the recreation programme acting as the key point of contact in the RPC's absence • Puts forth fresh ideas and initiatives that may benefit the recreation programme or our affiliated clubs and societies • Delegated project work • Contributes to the centres strategic and operational planning
Marketing	<ul style="list-style-type: none"> • Gathers information and images from within the facility to facilitate marketing the centre • Manages the centres social media channels (currently Instagram and Facebook) to promote the services of the centre. This includes generating social media plans, gathering content, scheduling posts and monitoring via google analytics. • Upkeeps the Clubs and Societies Centre webpage. This includes checking and updating club listings as required and promoting third party recreation providers.
Other	<ul style="list-style-type: none"> • Tailors work processes and systems in support of the organization's sustainability goals e.g. waste minimization or energy conservation • Protects against pilferage, loss, theft or abuse of company and customer property • Carry out additional tasks for the Clubs and Societies Manager, reasonably requested from time to time e.g. cleaning or physical labour • Undertake professional development complimentary to the role, individual progression or organization goals • Work overtime as required (may include weekend work) where there are staffing shortages

Personal Attributes

Attribute	Details
Leadership	<ul style="list-style-type: none"> • Knowledgeable, experienced, influential, honest, confident, positive, accountable, a good communicator, creative, empathetic, resilient, transparent.
Organised	<ul style="list-style-type: none"> • Time management skills; ability to multitask, upholding performance while responding to incidents and frequent interruptions. • Agile • Quick thinking problem solver
Driven and Invested	<ul style="list-style-type: none"> • Proactivity with the ability to perform under limited supervision • Possess initiative • Improvement focused • Punctual • Reliable • Willing to upskill

	<ul style="list-style-type: none"> • Open to change
Prideful and Hardworking	<ul style="list-style-type: none"> • Takes pride in their work; strong attention to detail and invests in organizational goals
Technology literate	<ul style="list-style-type: none"> • Competent in Microsoft Office • Proficient in online systems • Confident using modern technology including AV systems
Collaborative worker	<ul style="list-style-type: none"> • Positive and inclusive • Non-bias • Builds and maintains professional, productive relationships

Qualifications and Experience

We need an experienced, professional leader to join our team. The diversity within this role may see applicants come from a variety of backgrounds.

Our ideal candidate will have:

- A bachelor's degree in applied management (or a comparable qualification)
- 10 years-experience in complimentary roles (with five of those in a role of similar calibre).
- A diverse background within operations to reflect the multifaceted nature of the role

Desirable to this role is:

- Industry specific experience (a management position in a recreation facility)
- Working knowledge of the Health and Safety Work Act 2015, Building Act 2004, Fire and Emergency New Zealand Act 2017 and New Zealand Hazardous Substance and New Organisms Act
- A full manual drivers license
- Knowledge of the tertiary environment
- A valid first aid and fire warden certificate