

Position: Duty Supervisor, OUSA Clubs and Societies Centre

Reports to: Operations Coordinator

Direct reports: None

Location: OUSA Clubs and 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 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 | Whakatakotoranga Tuuturu:

- Supervises the OUSA Clubs and Societies Centre in the absence of the Operations Coordinator
- Supervises reception staff
- Delegated authority to enact and led emergency procedures
- Implements front of house services
- Assists with Centre operations and provides departmental assistance

- Upholds the values of OUSA and the Centre
- Facilitates the Centre (and Centre services) to be a welcoming, inclusive and equitable

Areas of Responsibility | Nga Wahanga Haangai

Area	Expected Outputs
<p>Staff Supervision</p>	<p>All outputs apply to rostered shifts only, where the Operations Coordinator is not present. There are multiple duty supervisors who will be working at different times.</p> <ul style="list-style-type: none"> • Supervises reception staff to ensure they are performing to agreed standards of work and that centre systems and processes are followed • Schedules break times to avoid minimal disruption to the Centre • Provides direction and support to reception staff on shift • Sees reception tasks are completed to a satisfactory standard • Takes an educative approach to staff that are underperforming, bringing staffing issues to the Operations Coordinator • Assists with reception on-boarding and refresher training • Sees that customer complaints are resolved effectively and in a timely manner, where necessary they are passed onto management • Collates information about the shift and distributes this to relevant team members
<p>Facility Supervision</p>	<ul style="list-style-type: none"> • Ensures all areas of the facility and activities run safely and smoothly • Delegated authority to enact and led emergency procedures • Delegated authority to enact decisions where they must be made, there are time sensitivities and the Operations Coordinator can't be contacted
<p>Reception/front of house</p>	<ul style="list-style-type: none"> • Facilitates a centre that is welcoming, safe and inclusive • Fosters positive experiences within the facility • Presents reception and the foyer in a clean, professional and organised manner • Services customer needs • Acts as the central contact for centre queries • Administrates the point of sales system • Responds to complaints • Documents and reports information relevant to the responsibilities • Phone, email, SMS and in person correspondence • Adheres to the standard operating procedures for reception • Intervenes when Centre terms and conditions are breached (when safe to do so) taking an informative approach and informing management • Reconciliation of the till and banking deposits • Processes transactions • Administrates room bookings

	<ul style="list-style-type: none"> • Administrates club equipment for hire • Stock take • Promotes the centre to new users • Administrates van bookings • Seeks improvement, enacting measures to increase the quality of our services and efficiency of operations
Health and Safety	<ul style="list-style-type: none"> • Adheres to NZ law and reasonable instructions given by OUSA including OUSA policy, systems and processes • Takes reasonable care for their own health and safety • Takes reasonable care that others are not harmed by their actions • Educates patrons on their health and safety obligations, intervening when these are breached if safe to do so or reporting to management • Champions a proactive and positive health and safety culture • Holds and renews a first aid and fire warden certificate (holding the position of main fire warden)
Other	<ul style="list-style-type: none"> • Provides administrative support to other Centre staff • Facilitates the Recreation Programme, implementing run sheets and providing support to facilitators • Delegated project work • Assists with content creation for marketing as directed by the Manager • Upholds the values of OUSA, modifying work processes and systems in support of these • Facilitates operations of the centre • Protects against pilferage, loss theft or abuse of OUSA and patron property

Personal Attributes | Nga Huanga Whaiaro

Attribute	Details
Personality	<ul style="list-style-type: none"> • Inclusive and positive • Creative and resilient • Humble and self-aware • A people person • Trust worthy
Outlook and Approach	<ul style="list-style-type: none"> • Professional and driven • Collaborative and improvement focused
Skills	<ul style="list-style-type: none"> • Leadership and influence • Can work autonomously • Relationship building • Great communication and interpersonal skills • Organisation • Detail orientated • Agility

	<ul style="list-style-type: none">• Problem solving• Technology literate, including Microsoft Office, a variety of online systems and basic AV skills
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Qualifications and Experience | Tohu me te Wheako

This role is multi-faceted and consistently involved. Receptionists are expected to have:

- 2 years-experience (accumulative) covering the majority of responsibilities listed (via paid or volunteer work)
- First aid and fire warden certification (or agreeance to get on successful application)

Desirable to this role is:

- Knowledge of the tertiary environment. Note, you do not need to be tertiary student to hold this role.