

Position Description

Position Title: Events and Technical Support Officer

Reports to: Student Representative Support Coordinator

Classification Level: SUE 4

Fraction: 1

Main purpose of role: To provide mentoring, safety compliance and administrative support to MSA elected officials in the management of events; as well as maintaining AV and related equipment

Works closely with: Other Student Representative Support Department team members, MSA elected officials, Finance Department and Executive Officer

Effective Date: August 2024

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

INCUMBENT _____

SIGNATURE _____ Date _____

APPROVED BY SUPERVISOR _____

TITLE _____

SIGNATURE _____ Date _____

ORGANISATIONAL CONTEXT

Monash Student Association

The Monash Student Association (MSA) is run by students for students. It provides valuable services, support and activities for more than 37,000 students that it represents on the Monash Clayton Campus. Located on the Clayton Campus of Monash University; the MSA is made up of elected student representatives who represent all Clayton campus students on general issues such as quality of education, course costs and student welfare, as well as specific issues such as women's affairs and queer affairs. MSA staff provide the expertise necessary to ensure the high quality of MSA services.

The MSA comprises elected office bearers who make the strategic decisions and staff who help facilitate these decisions. The association has several departments and divisions that all operate with a common purpose: to serve and represent Clayton students.

The MSA is premised on the foundation that students are important custodians of the student experience and best placed to deliver services and representation to the student community. The MSA functions as the representative body for Monash Clayton students and endeavours to ensure that the interests of students are addressed by the university, government and the broader community.

Position Summary

The Events and Technical Support Officer will provide guidance and administrative support to MSA Office Bearer's and Divisions to provide events and activities for students on Monash University Clayton campus. The role will work with other staff within the **Student Representative Support Unit** to ensure OB's provide successful, safe and relevant events, activities and services.

It is important that the role provides guidance to OB's and Divisions on how to ensure their events, activities and services work within the policies and procedures of MSA and Monash University and in compliance with all relevant legislation. MSA also has limited resources so the role will help OB's to create such events and services in a cost-effective manner. Safety is a key element of this role and the safety compliance with all event coordination is essential.

It is expected that OB's will utilise the Events and Technical Support Officer to coordinate resources needed for their events. This position will assist in loaning, setting up and operating technical equipment to enhance student events.

This position will work closely with the elected office bearers on a daily basis, who are in a unique position of responsibility for MSA as they may be inexperienced of what that responsibility entails. They require significant advice and support while not encroaching on their autonomy as student leaders for the cohort they represent. The ability to manage the competing priorities of what the students want to achieve with the financial and legislative constraints MSA have and the ability to explain this to the students while not being unsupportive of their goals will be vital to the role. It also requires an understanding of how to guide the OB's and Divisions. The role will work within a small department, the **Student Representative Support Unit**, that will all work closely together in a collaborative manner to ensure all OB's have every chance of success during their term, which is usually only for 1 year.

It is critical that the incumbent demonstrates patience and the ability to carefully support OBs. Student OB's come to their roles with little or no experience, only a desire to serve their community. This must be supported and encouraged with calm and careful guidance.

KEY RESULTS AREAS AND RESPONSIBILITIES

MAIN DUTIES	EXPECTED STANDARDS
ADMINISTRATION	
Be contact point for OB's regarding MSA and answer questions Direct more complex issues to appropriate department for more extensive support when needed	Provide accurate information in a timely manner Maintain good working relationships
Work collaboratively with other staff within the Student Representative Support Unit and other MSA staff to provide comprehensive support to OBs	Maintain good working relationships with stakeholders to facilitate innovative environment
Ensure all OB's and divisions are aware of any relevant obligations and requirements of MSA and Monash University policies and procedures that may have an impact on their plans	In line with MSA policies and procedures Any possible breaches referred to management
Develop long-term sustainable relationships with key stakeholders, and utilise with OBs when required	Maintain good working relationships with stakeholders to facilitate innovative environment
Data entry, filing and archival of relevant information that is required to be kept Maintain relevant information for handover purposes of OBs	In line with MSA policies and procedures
EVENTS	
Be point of contact for MSA staff and OBs for sharing information of relevant MSA and university issues that may affect MSA events Be OB's point of contact for event conceptualisation, implementation and delivery	Provide accurate information in a timely manner Maintain good working relationships with stakeholders
Support OB's and Divisions to develop into their roles and the success of the events they develop Support OBs and divisions in achieving goals that work within MSA strategic goals and objectives At the commencement of OB's terms, consult to define events based on budget strategic objectives of the OB's or Divisions area of responsibility	High level of administrative support Maintain good working relationships with stakeholders to facilitate innovative environment Ensure all projects are managed in line with MSA policies and procedures
Provide relevant information to OBs on event management strategies they can use to achieve tangible results	Maintain good working relationships with stakeholders to facilitate innovative environment

<p>Support OBs with the coordination and project management of their events to ensure they remain effective and make the best use of MSA resources</p> <p>Record activity reports for archiving and handover purposes</p>	<p>Ensure all projects are managed in line with MSA policies and procedures</p>
<p>Report any additional training needs of OBs to management and HR and support training needs analysis of OB's</p>	<p>Report in a timely manner</p>
<p>Use relevant MSA information to support OBs and Divisions to develop and implement engagement strategies for events</p> <p>Provide accurate and timely advice to OBs and Divisions regarding pertinent information they will need to make their event successful</p>	<p>Ensure information is provided in a clear and concise manner</p>
<p>In conjunction with other Student Representative Support Unit staff and other relevant stakeholders ensure risk management plans adhere to MSA and Monash University policy</p> <p>Develop and input risk management plans into relevant MSA and Monash databases, collaborate with relevant parties on planning and coordination. Based on planning processes responsibilities will be defined per each individual event where necessary (eg: one off events). Ensure student leaders have access to safety information to facilitate best practice</p> <p>Archive relevant information for historical and handover purposes</p>	<p>Ensure MSA is compliant with Monash University's risk management plans and processes, and in line with MSA and Monash University policies and procedures</p> <p>Ensure continuous improvement of MSA-run events and activities to ensure MSA continues to set a high benchmark for how to run safe events at Monash University</p>
<p>Support OB's with the "bump in" and "bump out" needs for events</p> <p>Provide logistical, production and technical support to OBs in the organisation and execution of their events, including liaising with internal and external stakeholders</p> <p>Facilitate risk management and other processes and where necessary support OBs in managing decisions within MSA's policy framework</p>	<p>In line with MSA and Monash University policies and procedures</p> <p>Ensure support and information is provided in a clear, concise and timely manner</p>
<p>Regularly follow up with OBs on their event planning progress</p> <p>Address any issues with progress immediately and refer to supervisor if there is non-compliance with progress or deadlines are being missed</p> <p>Reach out to OB's to discover any barriers to a successful event and support the development of solutions</p> <p>Utilise project management tools in partnership with the Student Project Officer to keep track of event management progress and keep records for archiving and future training purposes</p>	<p>Ensure support and information is provided in a clear, concise and timely manner</p> <p>Maintain relevant databases and archives</p> <p>Ensure all events are managed in line with MSA policies and procedures</p> <p>Create regular follow ups with OBs to manage deadlines</p>

Ensure all paperwork, invoices and costings are recorded and processed	Maintain spreadsheets for expenses and ensure compliance with MSA financial procedures
EQUIPMENT AND TECHNICAL SUPPORT	
<p>Ensure MSA equipment for events, Radio Monash, and other Student-led areas is properly maintained, and in safe and secure storage</p> <p>Facilitate OHS program for AV equipment. Create and implement Standard Operating Procedures, and associated induction processes, for specialised equipment.</p> <p>Ensure accurate records are kept, including an updated inventory list, maintenance schedule, safety manuals, and other documentation</p> <p>Perform basic maintenance tasks, and organise for technical maintenance / repair of major equipment including SSAF equipment</p>	<p>Regular maintenance of MSA equipment in line with MSA and Monash OHS policies and procedures</p> <p>Maintenance and improvements of OHS standards, protocols and methods in line with MSA and Monash policies and procedures</p> <p>Provide clear and concise safety information</p> <p>Accurate and up-to-date records of all MSA equipment and maintenance logs</p>
<p>Coordinate equipment use for MSA events and ensure resources are booked, checked in and out and returned in good working order</p> <p>Instruct students and staff on setting up and packing down basic equipment for their events. For more complex equipment and where relevant, set up, operate, and pack up equipment for events</p> <p>Provide training and inductions for relevant students/staff/interns to operate equipment properly and safely for their events and increase access to, and utilisation of, SSAF equipment</p> <p>Where appropriate and available, provide guidance on technical aspects of clubs events and/or other campus groups' events</p>	<p>Processes implemented to ensure equipment is easily accessible</p> <p>Ensure equipment is returned to staff/students who borrow items and is returned in working order</p> <p>Follow Monash and MSA policies and procedures</p>
<p>Coordinate the technical production of office-bearer events. This includes overseeing technical aspects for live music, recording studios, staging, and broadcast</p> <p>In some instances, where appropriate and available, provide technical production and audio engineering services directly for OB or other events. In other instances, organise external contractors</p>	<p>Ensure the safety and success of MSA events in line with MSA and Monash policies and procedures</p>

Where necessary support OBs in negotiations with external contractors, including tech support and other organisations in partnership with the relevant senior MSA staff member. This may include for technically operation, test & tagging, maintenance, and repair	Seek out relevant quotes and coordinate contractors coming onsite in line with MSA policies and procedures, especially OHS and Procurement procedures
Provide advice regarding the purchasing of technical equipment and tools, including SSAF and capital works requests that would benefit MSA's events and activities, and undertake these purchases when approved Identify and incorporate new suppliers, methodologies, equipment, and/or workflows where appropriate	Information is up-to-date, relevant and accurate. To be carried out in line with MSA and Monash Policies and procedures
Where appropriate and required, ensure that technical aspects of Radio Monash are properly maintained; providing support and advice, particularly in regards to their broadcast and recording studios set-up and operation. In other instances, advise where third-party services or contractors will be required to facilitate solutions, according to budgetary capacity Provide training and resources for students to learn and develop technical skills in recording, production, and broadcast.	To be carried out in line with MSA and Monash policies and procedures
POLICY, PROCEDURES, QUALITY AND SYSTEMS	
Maintain a thorough understanding of compliance and risk assessment issues and maintain relationships to ensure appropriate flow of information and advice Notify supervisor of any non-compliance within department to avoid risk of MSA operating outside legislative requirements	To be carried out in line with MSA policies and strategic plan
PEOPLE MANAGEMENT REQUIREMENTS	
Actively participate in MSA Performance Support Program Treat all workplace participants, students and customers with honesty, fairness and respect Act in a manner that is aligned with MSA's culture, values and strategic vision at all times	To be carried out in line with MSA policies and procedures
OHS REQUIREMENTS	
Conduct duties in a safe manner at all times Ensure all hazards and incidents are immediately reported Compliance with all relevant site OHS and Personal Protective Equipment (PPE) requirements	Prevention of avoidable injuries Follow OHS procedures Follow safety procedures for PPE

OTHER RESPONSIBILITIES	
Perform other appropriate duties and responsibilities as assigned by supervisor	Requested tasks are completed in a timely manner

KEY SELECTION CRITERIA

ESSENTIAL CRITERION
Current employee Victorian Working with Children Check
High level of administrative skills
Event management knowledge and/or experience
A high level of interpersonal skills; including an approachable and welcoming demeanour and the ability to effectively and sensitively relate to people from a broad range of backgrounds and cultures
Ability to work independently and collaboratively and also the ability to manage multiple tasks and meet timelines in an effective and efficient manner
Demonstrated initiative, professionalism, self-motivation, flexibility and problem-solving skills
Excellent communication skills, both written and verbal with a high standard of spelling and grammar and sound proofing skills
Strong knowledge and technical skills in maintaining and operating audio, lighting and staging systems, and other relevant equipment
DESIRABLE CRITERION
Knowledge of issues facing students in the tertiary sector
Project management skills and/or experience
Experience of conducting risk assessments
Knowledge and/or experience of working with not-for-profit or membership organisations, including community clubs or volunteer organisations
Knowledge and/or experience with students and/or young adults, preferably in the tertiary education environment
Familiarity with relevant AV systems - Digico, Adamson, Sennheiser and Megadeck.

OTHER JOB-RELATED INFORMATION

This position is full time, 36.75 hours per week. There may be a requirement to work outside of normal working hours on occasion. Time off in lieu (TOIL) will be granted.

This position will be working in conjunction with and as part of a team of staff, student office bearers and student volunteers supporting each other in the attainment of goals. It will require working closely with elected student officers and must ensure at all times that any advice or information provided is impartial and objective.

Principles of student led activity are to be maintained. Staff Interaction Protocols and MSA Code of Conduct (along with all other MSA policies and procedures) must be followed at all times.

** As part of the Child Safe Standards, you are required to have a current employee Victorian Working with Children's Check (WWCC). Proof of the employee WWCC or application for WWCC need to be recorded before starting employment at MSA. Proof of acceptance of WWCC will be required before the end of the probation period. Once employed, staff must ensure to renew their WWCC in a timely manner and provide proof of a current and valid WWCC to MSA HR. If at any time, your WWCC is to be removed by the Department of Justice this could affect your employment at MSA.*