TUSA EXPERIENCE LEADER  
Unique Tassie Experience Program - Rozelle

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| **Reporting to:** | UTE Program Coordinator |
| **Classification/Salary:** | TUSA Level 1.1 |
| **Location:** | Rozelle Campus - Sydney |
| **Employment Type:** | Casual |
| **Date:** | Commencing 2025 |

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# 1.0 Organisation Description

The Tasmanian University Student Association (TUSA), founded in 1899, is one of the oldest Student Unions in Australia, and is recognised as the peak student body representing all students attending the University of Tasmania.

The overall responsibility for the TUSA is overseen by our Board of Management (BoM), which consists of elected student representatives, external/lay members (appointed by BoM) and university representatives (appointed by UTAS), and is the employer of staff, who work with us to be an organisation ‘run by students, for students’.

The TUSA is focussed on mobilising and enabling UTAS students to have their voices heard, and to be part of a community beyond the confines of the classroom. The TUSA aspires to facilitate this through student representation, the provision of clubs and societies, initiatives and independent student advocacy. We are an organisation focussed on realising the potential of our student base and providing opportunities for the cultivation of unique and exciting ideas that create meaningful and sustainable impacts for UTAS students.

# 2.0 Position Summary

TUSA is creating a vibrant and contemporary representative organisation that enables all UTAS students to have a voice and shape their university experience.  As a member of the TUSA team, you are considered a change agent for this work and as such will champion and lead opportunities for continuous improvement and positive change.

The TUSA Experience Leader (Activation) is responsible for supporting the delivery of events, activities and initiatives of the TUSA. The focus of the Activation TEL roles are to enable TUSA to deliver on the following TUSA Student Promises:

* We’ll work with you to make a difference – includes involvement in Sustainability Programs inc. Equity & Diversity, Environmental, Food Security, Health & Wellbeing
* We’ll help you explore your time at UTAS – includes involvement in Activation Programs such as Clubs & Societies, Events, Activities and Experiences
* We’ll help you develop and grow – includes involvement in Leadership and Student Development Programs, events and activities

Regardless of the focus of your role as a TEL (Activation) this work will involve a high level of collaboration between yourself and key stakeholders, be they TUSA Clubs and Societies, members of State Council or TUSA staff.

# 3.0 Key Performance Areas

**3.1 Engagement & Activation**

* Develop and foster positive relationships and engage with external stakeholders including tourism businesses and community groups.
* Develop itineraries that support the strategic direction of the Unique Tassie Experience program and comply with relevant policies, procedures, and legislative requirements.

**3.2 Representation**

* TUSA guide is expected to lead the program’s visits and deliver high quality and engaging experiences for students.
* On ground decisions with last minute adjustments, with approval from Operations Manager.
* Take action of potential risks or issues during visits.

Alter visit times where necessary, and communicate with all stakeholders.

**3.3 All Staff**

* Work with all members of the TUSA team in the development and delivery of the strategic plan for TUSA that sets the future direction for the organisation, meeting current and future needs of students and the wider University.
* As part of the TUSA team, incumbents may be required to plan and/or assist with varied programs that promote and enhance student life and be available to help their colleagues and student representatives where necessary.
* Practice and demonstrate safe work practices to ensure the wellbeing of staff, students, and other stakeholders.
* Undertake other duties commensurate with the level of the post as required and which the UTE Program Coordinator and/or General Manager shall from time to time determine.

# 4.0 What the Job Requires (Success Profile)

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| **4.1 Attributes & Behaviours** | |
|  | * STUDENT LED – understands and empathises with the needs and aspirations of students; maintains constant focus on improving student experience and makes decisions informed by student insight and based on creation of value for the students. * CONNECTED - demonstrates drive to develop open, honest and mutually beneficial relationships with all stakeholders in order to positively impact the organisation; Able to build wide and effective networks of contacts inside and outside of TUSA. * BOLD - Seeks opportunities to transform the business and supports others through the change process; promotes the cultivation of unique and exciting ideas which enable students to achieve their desired results; open to new ideas and willing to think ‘outside the box’ to allow TUSA to continue evolving to keep up with the changing pace of society. * EFFECTIVE - seeks to use their attributes to their utmost to enable TUSA to deliver on strategic goals while empowering students to learn and grow; sets clear direction and standards and delivers performance by empowering & developing others and recruiting talent. * KIND - builds capacity by listening and building an understanding of others and then investing in their development; able to adapt own interpersonal style and show sensitivity to different cultures or backgrounds. |
| **4.2 Experience & Qualifications (Essential)** | |
|  | Essential:   * Relevant higher education qualifications and/or relevant experience * Demonstrated experience of developing and fostering positive relationships and engage with external stakeholders. * Demonstrated experience of developing itineraries that comply with relevant policies and procedures. * Demonstrated experience of leading varied experiences delivering high quality customer service * Demonstrated ability to assess risks and issues and develop on the ground solutions to these * Well-developed problem solving skills with the ability to analyse a situation and make informed decisions quickly and independently with a high level of judgement. * Demonstrated passion of Tasmania, including local knowledge, destinations, geography, experiences and products. * Well-developed verbal communication and interpersonal skills with the ability to quickly develop rapport and demonstrate cultural awareness and understanding. * Demonstrated ability to carry out duties unsupervised and with integrity, and be reliable, punctual, service focused and well presented. * Proven team working capacity and demonstrated ability to be flexible and use initiative where necessary and appropriate and be self-motivated. * Demonstrated ability to work with multiple stakeholders and contribute effectively as part of a diverse team. | |

**4.3 Skills & Experience (Desirable)**

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|  | * A current driver’s license * Demonstrated experience in tourism guiding and interpretation, or similar work, with a well-developed ability to escort individuals and groups. |

# 5.0 Role Dimensions

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| **This Position Manages:** | NA |
| **Expenditure Authority:** | NA |
| **Expense Budget:** | NA |
| **Revenue Budget:** | NA |
| **Assets Under Control:** | NA |

# 6.0 Relationships

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| **Key Relationships Internal:** | UTE Program Coordinator  TUSA Staff  Rozelle Campus President |
| **Key Relationships External:** | Student Experience Staff UTAS Other Divisional Staff |