

## Volunteer Student Support Assistant

<b>Job Title</b>	<b>Student Support Assistant</b>
<b>Reports to</b>	<b>Senior Project Manager</b>
<b>Employment Type:</b>	<b>Volunteer</b>
<b>Employment duration:</b>	<b>4 - 6 hours per week (flexible)/ minimum 3 months commitment</b>
<b>Location:</b>	<b>Melbourne City Office (Flinders Street) / Attending some of the epic trips!</b>
<b>Remote Work</b>	<b>Yes</b>

### INTRODUCTION

We are an exciting student-centred sustainable travel company specialising in delivering student-led and organised fun travel and outdoor programs for International University-aged student groups in Melbourne. The intention is to explore iconic regional locations, build and form cross-campus friendships and develop connections and build networks with locals, all whilst supporting student wellbeing, providing meaningful and lasting experiences and improving skills for employability.

We aim to be the leading Melbourne based experiential travel provider that Universities value and International students remember for a lifetime through creating incredible travel and experiential education opportunities.

We deliver authentic and meaningful tours, leadership programs, and excursions to students, educational institutions and diverse community groups.

We provide safe, student-led travel experiences in nature-based, educational and adventurous outdoor environments across the most magnificent locations in Victoria.

### OUR VALUES

- Student directed learning
- Environmental Responsibility
- Respect ourselves and for others
- Excellence in what we do, always
- Safety

### POSITION SUMMARY

This exciting role is responsible for assisting the project management group in supporting International student participants and their onboarding journey from sign up to attending the excursions. You will assist the student support manager to communicate with student participants once they sign up to our excursions. You will do this via phone calls and emails and text messages, utilizing our digital software programs to streamline automation as well as analog communication. This important role will ensure that International students are informed, welcomed and feel excited to participate in our excursions.

### **This role is designed for:**

- Current and former international students who have studied in Melbourne
- Former ambassadors who want to ensure students have the best experience possible
- Those wanting to lead and mentor current and future students, and be a role model for our growing community
- People who can confidently facilitate, lead and engage with groups of students

**MAIN ACTIVITIES OF THIS POSITION**

Activities	Description of activities and responsibilities
<b>Student Support</b>	<ul style="list-style-type: none"> <li>Assist the Student Support Manager to communicate with International students participants pre-trip</li> <li>Communicate with students post-trip</li> </ul>
<b>Management</b>	<ul style="list-style-type: none"> <li>Communicate with other team members</li> <li>Work alongside the Student support Manager to meet certain tasks timeframes</li> </ul>

**EXPERIENCE**

- Customer service and communication
- Beyond Melbourne former student participant or Ambassador (preferred but not essential)

**COMPETENCIES (KNOWLEDGE, SKILLS AND BEHAVIOURS)**

- Ability to communicate effectively
- Friendly personality
- Knowledge of the International Student experience in Melbourne
- Ability to work in a team environment

**QUALIFICATIONS, EXPERIENCE & COMPETENCIES**

**Preferred but not Essential Qualifications:**

- Customer Service

**SUPERVISION, REPORTING AND ACCOUNTABILITY**

The **Student Support Assistant** reports to the **Senior Project Manager**

**APPLICATION:**

Please apply online via the link or send your CV and cover letter to [experience@beyondmelbourne.com.au](mailto:experience@beyondmelbourne.com.au) or call 1300 737 182 for more information.

**DEADLINE:**

Applications will close on **7th June 2022**

**INTERVIEWS**

Interviews will be conducted between **10th - 17th June 2022**

**START DATE**

Available for Immediate start, preferably no later than **27th June 2022**