

# Role Description

## Taronga Training Institute Project Volunteer

Cluster/Agency	Planning & Environment
Department/Agency	Office of Environment and Heritage
Division/Branch/Unit	Taronga Conservation Society Australia
Location	Taronga Zoo
Kind of Employment	Volunteer
Time Commitment	1 day per week (2-4 month role)
Training Required	Volunteer Induction & eLearning modules
Date of Approval	August 2019
Agency Website	taronga.org.au

### Department/Agency overview

The Office of Environment and Heritage (OEH) cares for and protects NSW's environment and heritage, which includes the natural environment, Aboriginal country, culture and heritage, and built heritage. Taronga Conservation Society Australia (Taronga) forms part of the OEH. Taronga's vision is to create a shared future for wildlife and people. Through our efforts we protect endangered species, increase understanding of wildlife and inspire community action.

### Primary purpose of the Taronga Volunteer Roles

Taronga volunteers support the Taronga Conservation Society to achieve their vision of Securing a Shared Future for Wildlife and People.

### Primary purpose of the role

Taronga Training Institute (TTI) Project Volunteer will assist TTI with the integration of a new Student Management System. The project volunteer may assist with a variety of administrative tasks including reviewing course materials and documents, filing, data entry, scanning and printing. Volunteers will receive training on necessary electronic systems.

*Please note that this is a short-term position and not an ongoing volunteer position. Volunteers are required for the specific system integration project due for completion early 2020.*

### Key accountabilities

- Formatting our course assessments into the new system whilst ensuring accuracy of information
- Assist with collating and entering student data, including assessment data and information
- Assist with filing of student assessments, evaluations and other paperwork, particularly focused on scanning and filing of electronic materials

### Key challenges

- Maintaining accuracy, attention to detail and motivation with repetitive tasks
- Learning and using Taronga based systems
- Maintaining records to ensure compliance with required standards and legislation

***Please note: this volunteer role will have no direct animal contact***

### Key relationships

Who	Why
<b>Internal</b>	
Employees, Volunteers and Students	<ul style="list-style-type: none"><li>Point of contact and ensures that enquiries are appropriately addressed in prompt manner, referring issues to other Taronga Training Institute (TTI) team members as required</li><li>To provide administrative support to staff</li></ul>
<b>External</b>	
Prospective Students	<ul style="list-style-type: none"><li>Point of contact and ensures that enquiries are appropriately addressed in prompt manner, referring issues to other TTI team members as required</li></ul>
Zoo Guests	<ul style="list-style-type: none"><li>Upholding Tarongas reputation and values during interactions with Zoo Guests whilst in grounds</li></ul>

### Role dimensions

#### Decision making

This position works under supervision and direction, and refers any decisions to the TTI Student Coordinator

#### Reporting line

This position reports to the TTI Student Coordinator

#### Direct reports

There are no positions reporting directly to the Taronga Training Institute Project Volunteer

#### Budget/Expenditure

Nil

### Essential requirements

- Enjoy working with people and be prepared to be part of a team
- Commitment, punctuality, reliability and a professional, friendly manner
- Demonstrated skills in Microsoft Office Suite and Internet browsers such as Internet Explorer, Google Chrome. Additional computer skills including the use of database management systems is desirable.
- Have excellent communication and interpersonal skills
- Have a strong customer service ethic
- Be able to maintain accuracy and motivation with repetitive tasks

***Please note: this volunteer role will have no direct animal contact***