

Position description

Position title:	Campus Life Services Assistant
School/Section/VCO:	Campus Life
Campus:	Berwick Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 3 range
Employment mode:	Continuing appointment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Time fraction:	Part-time
Recruitment number:	848992
Further information from:	Mrs Melanie Coffey, Manager, Administration and Business, Campus Life Telephone: (03) 5327 9848 E-mail: m.coffey@federation.edu.au
Position description approved by:	Mr Colin Marshall, Director, Campus Life

This position description is agreed to by:

Employee name

Signature

Date

The University reserves the right to invite applications and to make no appointment.

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources
Document owner: Manager, HR Shared Services

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Position summary

The Campus Life Directorate encompasses residential accommodation, hospitality and conferencing, sports and recreation facilities, children's centres and other convenience and complementary services across all University campuses.

Within Campus Life, FedUni Living provides student accommodation and associated support and programming to students who reside in student residences and managed properties across Federation University campuses. The Campus Life Services Assistant position is based within the Campus Life Service Centre, which provides a service point for FedUni Living and the FedUni Store operations.

The Campus Life Services Assistant is responsible for providing administrative assistance to the FedUni Living team and FedUni Store. The position will also provide reception, sales and inventory support and contribute to efficient and effective operations of Campus Life Service Centre at the Gippsland Campus.

This position will be required to work on an annualised hours arrangement over the course of the year in order to complete the inherent requirements of the position.

Key responsibilities

1. Provide a range of customer-focused reception services and respond to telephone, email and face-to-face enquiries from staff, students and visitors.
2. Ensure the effective operation of FedUni Living reception function by:
 - coordinating mail, filing, stationery orders, fax and photocopier supplies;
 - ensuring mail is distributed in a timely manner;
 - ensuring brochure stands and other relevant information are maintained and accurate;
 - ensuring keys are correctly stored and allocated; and
 - ensuring promotional displays are updated and maintained.
3. Work with the FedUni Store Retail Supervisor to ensure our customers are serviced during peak trading times by:
 - providing customer service;
 - assisting with merchandising in store;
 - cash handling; and
 - checking, ordering and receipting stock/textbooks.
4. Assist the FedUni Living team at Gippsland Campus with a broad range of administration duties that support service provision to residential students and other clients.
5. Provide administrative assistance with the planning, organisation and delivery of Campus Life events and activities as requested by the Client Services Officer. This may involve driving University vehicles to other sites or campuses.
6. Reflect and embed the University's Principles, Objectives and Strategic Priorities when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.

7. Undertake the responsibilities of the position adhering to:
- The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OH&S) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Campus Life Services Assistant will report to the Manager, Administration and Business, Campus Life and works under general direction. The position will receive day-to-day guidance from the Client Services Officer.

The Campus Life Services Assistant will follow existing procedures, actions, templates and workflows. The position will have a role in assessing the urgency of enquiries and make judgements on escalation of student needs to senior staff based on documented processes.

The Campus Life Services Assistant will have or develop an understanding of FedUni Store and FedUni Living policies, procedures, activities and functions and their interactions with other areas of the University, including Facilities Services, hospitality and catering services and the broader Campus Life services.

The Campus Life Services Assistant is required to identify the priorities of the position and coordinate their time appropriately to ensure allocated tasks are completed in accordance with timelines and deadlines.

The Campus Life Services Assistant covers a range of functions within Campus Life with a varied workload. The position will also be required to interact with a diverse range of internal and external clients and visitors which often require discretion and confidentiality.

Training and qualifications

Completion of a Certificate III, or completion of Year 12, or a Certificate II with relevant work experience, or an equivalent combination of relevant work experience and/or education/training.

A current Drivers Licence and the ability to drive University vehicles.

All University positions delivering education and/or services to children (a child for this purpose is considered to be someone below the age of 18 years) must hold a valid Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

Position/Organisational relationships

The Campus Life Services Assistant will work under the general direction and guidance of the Manager, Administration and Business, Campus Life, and will work closely with the Client Services Officer, Gippsland Campus and Campus Life Services Officer, Berwick Campus, as well as collaboratively with staff across the Campus Life Directorate.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following Key Selection Criteria:

1. Completion of Certificate III, or completion of Year 12, or a Certificate II with relevant work experience, or an equivalent combination of relevant experience and/or education.
Current Drivers Licence and the ability to drive University vehicles.
2. A genuine commitment to quality customer service with attention to detail, including the ability to work with students and other client groups and to have a customer focused approach.
3. Demonstrated administrative and information technology skills, including the ability to use standard office software packages (such as MS Office, electronic diaries, financial and electronic file management, email and the internet) and an ability to acquire skills in other systems and platforms used by the University.
4. Demonstrated interpersonal and communication skills, including an ability to interact effectively with people from diverse backgrounds.
5. Demonstrated ability to work independently as well as part of a team and to deal with confidential information.
6. An understanding of marketing methods to promote and communicate events and activities, including the use of social media, web pages and SMS messaging.
7. Demonstrated working knowledge and application of the Child Safety Standards.
8. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.