MANAGER (RESIDENTIAL SUPPORT, ENGAGEMENT & DEVELOPMENT)

DEPARTMENT/UNIT: Monash Residential Services
FACULTY/DIVISION: Campus Community Division
CLASSIFICATION: HEW Level 9
WORK LOCATION: Clayton campus

ORGANISATIONAL CONTEXT
Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

The Campus Community Division is charged with leadership, management and innovation in the provision of high quality non-academic services to students and staff at Monash. The Campus Community Division comprises Chaplaincy; Childcare; Counselling and Mental Health Programs; Careers, Leadership & Volunteering; Non-Residential Colleges; Residential Services; Safer Community Unit; Disability Liaison Unit; Student Engagement & Campus experience; Monash Sport; TeamMONASH; and University Health Services. For more information about the work we do, please visit http://www.monash.edu/campuscommunity.

Monash Residential Services provides a range of on and off-campus accommodation options and services to students, staff, the business community and short-term visitors to Monash University. For information about the services we provide, please see our website: www.mrs.monash.edu.

POSITION PURPOSE
The Manager Residential Support, Engagement and Development is responsible for the operational management of the Residential Support, Engagement and Development programs within MRS residential communities – including the training and management of Residential Support Teams across Monash Residential Services. The primary focus is to ensure the implementation of exceptional residential experience of some 3000 students in 14 residential communities through the implementation of residential management processes (ie Conditions), the selection, training and support of approximately 40 residential support staff and some 200 student leaders (Resident Advisors).

The Manager Residential Support, Engagement and Development operates in a dynamic work environment, responding to changing demands and expectations in program development, as well as the increasingly complex inter and intra personal issues facing emerging adults (16-25year of age) in the Monash student population who reside on campus. The Manager Residential Support, Engagement and Development works closely with the
Deputy Director Residential Support, Engagement and Development to act as a change agent in managing the initiation, development and implementation of a diverse range of processes and projects of considerable complexity that emanate from the identified needs of members of the RST across all MRS sites. Many of these significant projects will involve the development of new activities which promote the engagement of the residential community.

The position requires an intimate understanding of the issues facing young people and a desire to develop an environment and corresponding support programs and initiatives that encourage personal growth in a community context.

Reporting Line: The position reports to the Deputy Director Residential Support, Engagement and Development, under broad direction

Supervisory Responsibilities: This position provides direct supervision for the 14 College Heads at the Clayton Campus (Urban Community and Residential Village) as well as the Peninsula College Head, and the Manager Residential Support. In total the position is responsible for some 40 staff in the RSTO, and oversees a team of approximately 200 student leadership scholarships

Financial Delegation: Yes, in accordance with the University delegations schedule

Budget Responsibilities: Yes, in line with Key Responsibilities

KEY RESPONSIBILITIES

1. Contribute to strategic planning and the achievement of business unit and university goals as a member of the management team
2. Lead and manage the operation of complex administrative or technical functions involving significant resources, in accordance with University policies, procedures and strategic priorities
3. Lead and develop a highly-trained, motivated and efficient team with a strong customer focus
4. Lead and manage a work environment of continuous review and improvement of business practices, operational processes and service provision
5. Direct and conceptualise programs of research and analysis in areas of functional specialisation, including making recommendations and coordinating regular high level business reporting
6. Exercise strong budget management for the business unit/s managed, where required
7. Lead and manage significant strategic projects, large scale review and development of policy and procedure, and complex compliance and quality processes
8. Manage and oversee risk, compliance and quality assurance processes for the functions managed, including regular monitoring and reporting in accordance with University and legislative requirements
9. Develop and maintain strong partnerships with other relevant business units, functional areas and key staff, including provision of expert advice
10. Exercise strong budget management for the project(s) managed to a value of $350 000

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   - Postgraduate qualifications and extensive, relevant experience; or
   - extensive management experience and proven management expertise; or
   - an equivalent combination of relevant experience and/or education/training
Knowledge and Skills

2. Excellent management and customer service skills with proven ability to strategically manage and provide authoritative technical and policy advice at a high level

3. Outstanding planning and organisational skills, with experience establishing priorities, allocating resources and meeting deadlines in a large, complex organisation

4. Demonstrated management experience in a matrix, or large and complex management structure

5. Significant staff management experience with the ability to motivate and develop a high-performance team committed to excellent customer service

6. Highly developed analytical and conceptual skills including demonstrated ability to quickly assimilate new concepts and information and deliver positive, innovative solutions

7. Superior interpersonal and communication skills with the ability to build successful relationships, influence, negotiate and achieve consensus at senior levels

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- The incumbent will be required to hold a valid Working with Children’s Check (employee)

LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.