Position Description

College/Division: Residential Experience Division
Faculty/School/Centre: Central Accommodation Services Team
Department/Unit:
Position Title: Residential Project Officer
Classification: ANU 6/7
Position No: New position
Responsible to: Deputy Director, Residential Experience
Number of positions that report to this role: none
Delegation(s) Assigned: none

PURPOSE STATEMENT:
The Residential Experience Division Project Officer provides project management support to the Deputy Director, supporting their leadership of effective and efficient operation of accommodation services at ANU. This position will have a focus on project management, service improvement, governance support and collaboration with internal and external stakeholders.

KEY ACCOUNTABILITY AREAS:
The Project Officer will work with the Deputy Director, Residential Experience to design, implement, monitor and evaluate Division projects focused on service development, staff training and quality improvement projects relevant to on-campus student accommodation offers, acceptances, residential contract administration and financial processing. The Project Officer will provide project management and administration support to ensure ANU obligations in the PBSA Agreement and PBSA Hard Facilities Management responsibilities are met, and deliver a high quality service to all ANU Halls, Lodges and Graduate House. This role will also provide Secretariat support to the PBSA Soft and Hard Interface meetings, the UniLodge/ANU quarterly meetings, the PBSA Operations Oversight Forum and other relevant ANU Committees and Working Groups as directed by the Deputy Director, Residential Experience.

Position Dimension & Relationships:
The Project Officer will be based in the Central Accommodation Services Team in the Residential Experience Division. The person in this role will work with the Deputy Director, Residential Experience Division to design, deliver and evaluate projects relevant to delivery of student on-campus accommodation at ANU. The person in the role will be a highly skilled collaborator, develop professional relationships and work effectively across a wide range of internal and external stakeholders, including Residence staff teams, PBSA Agreement contractor staff, ANU Service Division staff providing services to the residences (ITS, F&S, F&BS), staff in the UniLodge at ANU team and other relevant bodies.

Role Statement:
- Develop and deliver key project management artefacts such as project plans, risk and issue registers, stakeholder engagement plans, business process and training documentation and resource management plans.
- Close projects appropriately through closure reports, post implementation reviews and transition to operations where appropriate
- Develop, implement and maintain a framework and methods for regular and effective communication to inform and engage relevant stakeholders.
- Support the compilation and distribution of reports, ensuring that data is analysed by undertaking thorough investigative actions, producing accurate information and presenting insightful and contextual recommendations and/or solutions.
- Assist with the management of schedules and deadlines, liaising with internal and external stakeholders.

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Provide high quality committee and meeting coordination and support, including preparation of agendas, collation, review and circulation of documents, minute-taking and follow-up on action items to ensure resolution within agreed timeframes.

Contribute to new initiatives and provide input to develop and improve the University's accommodation services with a commitment to continuous improvement and best practice in residential service delivery.

Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity

Perform other duties as requested, consistent with the classification level of the position and in accordance with the principle of multi-skilling.

**SELECTION CRITERIA:**

1. Relevant degree and demonstrated understanding of service delivery requirements for student accommodation in a tertiary education setting, or an equivalent combination of relevant experience and qualifications/ training.

2. Demonstrated knowledge of project management in a complex organisation, and an ability to interpret and apply policies, procedures and legislative requirements to manage risk and compliance.

3. Demonstrated high level literacy, written and verbal communication skills.

4. Demonstrated ability to work as part of a team, to provide consistent, responsive and high quality administrative and project support, including drafting reports for internal and external audiences.

5. Demonstrated liaison skills with the ability to consult effectively with stakeholders in a culturally diverse environment.

6. Demonstrated analytical and problem-solving skills and a high degree of attention to detail, with a proven ability to use initiative, investigate issues, collect and analyse data and to make influential recommendations on solutions.

7. Proven organisational skills and the ability to prioritise own workload and to work effectively both independently and as part of a team, meeting demanding deadlines and delivering high quality outcomes.

8. Highly developed computer skills, including advanced proficiency in MS Excel and Word, and experience with online data management systems.

9. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a University context.

*ANU Officer Levels 6 and 7 are broadbanded in this stream. It is expected that at the higher levels within the broadband occupants, through experience, will have developed skills and expertise enabling them to more independently perform the full range of duties at a higher level, and that more time will be spent on the more complex functions of the position.*

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the [Background Checking Procedure](#) which sets out the types of checks required by each type of position.

| Supervisor/Delegate Name: | Scott Walker, Deputy Director, Residential Experience Division | Date: | November 2021 |

**References:**

- [Professional Staff Classification Descriptors](#)
- [Academic Minimum Standards](#)