Position Description

<table>
<thead>
<tr>
<th>College/Division:</th>
<th>Residential Experience</th>
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<tbody>
<tr>
<td>Faculty/School/Centre:</td>
<td>Student Life</td>
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<td>Department/Unit:</td>
<td>-</td>
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<tr>
<td>Position Title:</td>
<td>Head of Residence</td>
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<tr>
<td>Classification:</td>
<td>Senior Manager 2</td>
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<td>Position No:</td>
<td>-</td>
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<tr>
<td>Responsible to:</td>
<td>Head of Operations</td>
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<tr>
<td>Number of positions that</td>
<td>-</td>
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<td>report to this role:</td>
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<td>Delegation(s) Assigned:</td>
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**PURPOSE STATEMENT:**

The Residential Experience Division provides accommodation services for more than 5,000 students residing across 18 Residences located on the ANU Acton campus.

The Head of Residence is part of the senior residence management team, and plays an important role in enabling residential students to experience a high quality and enriched educational, cultural and social experience. The primary role is to provide a community environment that supports the emotional, physical, and academic development and enrichment of student’s residents, and the overall operational management in accordance with University processes and contractual requirements.

**KEY ACCOUNTABILITY AREAS:**

**Position Dimension & Relationships:**

Reporting directly to the Head of Operations, the Head of Residence will manage a small team of professional staff, work closely with contracted service providers and student volunteers. The Head of Residence is responsible for all the students and accommodation staff residing and/or working in the residence.

Working closely with partners across the University, the Head of Residence will lead the initiatives to create a safe, respectful, supportive and inclusive living experience through co-ordination of the Residence as a community, with particular emphasis on student safety, academic and student development. Responsibilities include academic development and enrichment, student welfare and wellbeing care, staff management and leadership, operational management and general resident support.

The role requires effective working relationships with key divisional and academic college staff.

**Role Statement:**

Under the broad direction of Head of Operations, the Head of Residence will:

- Lead and build the unique culture, values and academic community of the Hall, in line with the ethos of the Residence.
- Lead the development of a highly successful, cohesive team focussed on the delivery of a living and learning community that supports the resident’s engagement with the wider university community, is safe and a healthy lifestyle and cultural integration.
- Lead and manage the residential staff and student team effectively in matters of selection, induction, workload distribution, performance review and career development.

For assistance please contact HR Division Ph. 6125 3346
- Implement and monitor the operational plan, and budget allocation for the Residence within delegated authority. Ensure compliance with the University’s procurement and financial frameworks, policies and procedures.
- Support the learning process of residents through the provision of an environment conducive to study and the development and implementation of academic programs and other events designed to enhance the academic success of residents.
- Provide day to day support and management of residents, including disciplinary matters, development and implementation of pastoral and wellbeing programs, and encouraging student engagement with the Residence, the campus and community life.
- Develop and implement feedback initiatives in conjunction with Divisional management and the other Heads of Residence. Review and analyse the relevant feedback data and ensure tracking of strategies and programs for the assigned areas of responsibility.
- Develop, support and promote the Residence’s values, culture and traditions to potential applicants, current students, and alumni.
- Contribute to and manage the application and departure processes for the Hall, including but not limited to room allocation, pre-arrival enquiries, arrivals and induction, reporting on occupancy levels to the Chief Residential Services and Operating Officer.
- Maintain accurate and comprehensive records for all residents through their time in the Residence, including academic progress, continuation of residency and medical records.
- Work closely with the Head of Operations on matters around the delivery and performance of external and internal providers of Hard FM and Soft FM services, identify and resolve issues at a local level and advising on local needs as appropriate.
- Liaise with the Accommodation Services team on the availability of facilities for external bookings and assist with managing group bookings on site.
- Provide strategic advice to Chief Residential Services and Operating Officer, the executive, and other senior managers on the Residence and student experience. Represent the Residence in formal committees, meetings, working parties, conferences and other forums.
- Foster strong relationships to support the student experience including key stakeholders and staff from the academic colleges, ANU service divisions, other institutions and students.
- Incorporate Equal Employment Opportunity (EEO) principles into strategic planning and management of the areas, and accept devolved responsibility for the achievement of equity and diversity strategies.
- Perform other duties as requested and consistent with the classification level of the position and in line with the principle of multi-skilling.
- Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.

**SELECTION CRITERIA:**

1. Extensive experience, or an equivalent combination of experience and education/training in a similar role. A postgraduate qualification in management, or education, or a related discipline will be highly regarded, although not essential. Previous experience in a student residence or similar will be highly regarded.
2. Demonstrated leadership skills in strategic planning, financial management, and policy and procedure development and implementation.
3. Demonstrated leadership skills in building, leading, motivating and developing team members in a changing environment to deliver consistent, high-quality services/projects to internal and external stakeholders.
4. Demonstrated understanding of the higher education sector including sound knowledge of the student experience, current initiatives and challenges in relation to the residential experience, leading the development and implementation of high quality educational and academic programs for students, within the residential environment.
5. Highly developed written and verbal communication skills with proven ability to inform, negotiate and influence on complex matters and the ability to cultivate and maintain strong working partnerships with a diverse range of stakeholders within, and outside of the University.
6. Proven ability to display initiative and sound judgement, prioritise workload and meet deadlines in a multi-faceted work environment.

7. A demonstrated high level of understanding of equal opportunity principles and a commitment to the application of EO policies in a university context.

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.

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<tr>
<th>Supervisor/Delegate Signature:</th>
<th>Date:</th>
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<tbody>
<tr>
<td>Printed Name:</td>
<td>Uni ID:</td>
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References:

- Professional Staff Classification Descriptors
- Academic Minimum Standards