Position Description

College/Division: Student and University Experience Portfolio
Faculty/School/Centre: Residential Experience Division
Department/Unit: Fenner Hall
Position Title: Head of Residence – Fenner Hall
Classification: SM2
Position No:
Responsible to: Director, Residential Experience

PURPOSE STATEMENT:
The Head of Residence is part of the senior management team within the Residential Experience Division. Halls of Residence play an important role in enabling residential students to experience a high quality and enriched educational, cultural and social experience. Halls of Residence provide a community environment that supports the emotional, physical, and academic development and enrichment of students. Halls are therefore managed by senior professional staff whose key purpose is to ensure the pastoral care of residents, the maintenance of culturally diverse and respectful community, and to support and enhance their academic development while realising the strategic goals of the University, the Student and University Experience Portfolio and the Residential Experience Division.

The Head of Residence is responsible for all of the students and accommodation staff residing in the residence. Responsibilities include: academic development and enrichment, student welfare, pastoral care, staff management and leadership, operational management and general resident support. Through this the Head of Residence team have collective responsibility for the following areas as they apply to residences: Learning Communities, Respectful Communities, Orientation, Graduate Programs and Support, Student Leadership and Volunteering, Senior Resident & Academic Support Programs, Mental Health & Wellbeing, Interhall Sports and Arts.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:
Reporting directly to Director, Residential Experience, the Head of Residence has line management responsibility for a small number of professional staff. The Head is responsible for the co-ordination of the Residence as a community, with particular emphasis on academic and student development. The Head will also be responsible for a specialist portfolio function that will span the Student and University Experience portfolio. This will involve working closely with the Deputy Director, Residential Experience and the University Experience Division to deliver strategic projects that will enhance both the residential and non-residential student experience. The role has significant impact on institutional priorities and requires effective working relationships with key Divisional and Academic College staff.

Role Statement:
Under the broad direction of Director, Residential Experience the Head of Residence will:

1. Establish, lead and build the unique culture, values and academic community of the Hall, in line with the ethos of Fenner Hall.
2. Lead the development of a highly successful, cohesive team focussed on the delivery of a living and learning community that supports the resident engagement with the wider university and wider community, supports healthy lifestyles and supports cultural integration.
3. Lead and manage the residential staff and student team effectively and accountably with respect to staff selection, induction, workload distribution, performance review and career development, to ensure the delivery of high-quality, efficient services.
4. Implement and monitor the operational plan, project schedule and budget allocation for the Hall of Residence within delegated authority.
5. 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 residential students.
6. Provide day to day support and management of residents, including disciplinary matters, and lead in the development and implementation of pastoral and wellbeing programs that ensure the welfare of the residential students and encouraging their engagement with the Hall of Residence, the campus and community life.

7. Develop, implement and review initiatives in conjunction with the other Heads of Residence and manage the statistical monitoring and analysis of relevant feedback data and ensure that evaluation strategies are in place to measure and report on the effectiveness of strategies and programs for the assigned areas of responsibility.

8. Develop, support and promote the Hall of Residence’s values, culture and traditions to potential applicants, current students, and alumni.

9. 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 Registrar Student Life.

10. Maintain accurate and comprehensive records for all residents (and their parents / guardians) through their time in the Hall of Residence, including academic progress, continuation of residency and medical records.

11. Effectively monitor the performance of external and internal providers of Hard FM and Soft FM services, working closely with UniLodge staff in the Fenner Hall team and the Deputy Director, Residential Experience to identify and resolve issues at a local level, advising on local needs as appropriate.

12. Liaise with Residential Experience Division staff on the availability of facilities for external bookings and manage group bookings on site.

13. Lead and deliver projects in the assigned area(s) of portfolio functional responsibly.

14. Provide strategic advice to Director, Residential Experience, the executive and other senior managers on the residential and broader student experience and represent and support the Residential Experience Division in formal committees, meetings, working parties, conferences and other forums.

15. Foster strong relationships with stakeholders to support the student experience including other key stakeholders within the Residential Experience Division and staff from the Academic Colleges, other Service Divisions, other institutions and students.

16. Comply with all ANU policies and procedures, in particular ensuring those relating to WH&S strategies and human resources policies and procedures are adhered to and implemented in the workplace.

17. Incorporate EEO principles into strategic planning and management of the areas, and accept devolved responsibility for the achievement of equity and diversity strategies.

18. Other duties as determined by Director, Residential Experience.

**SELECTION CRITERIA:**

1. Demonstrated leadership capability, preferably having led or delivered cultural change within an organisation.

2. Evidence of leadership in the development and implementation of high quality educational and academic programs that enhance and develop students – preferably, but not necessarily, within the residential environment.

3. Some experience, or a combination of experience and education/training, in a pastoral care role, preferably with young adults / students.

4. A post-graduate qualification and / or relevant experience is required for the role. A PhD will be highly regarded, although not essential.

5. Highly developed research, 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. 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. Experience of leading teams of volunteers would be an advantage.

7. Some knowledge or experience of the higher education sector – preferably within Australia or a comparable HE system - including knowledge, or the proven ability to develop knowledge, of the student experience and of the current initiatives and challenges within the sector in relation to the residential experience.

8. As the first point of contact with the Hall of Residence for applicants and parents, the ability to project the Hall of Residence’s values, culture and offering in a clear, friendly and professional manner.

9. Proven ability to display initiative and sound judgement, prioritise workload and meet deadlines in a multi-faceted work environment.

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

- General Staff Classification Descriptors
- Academic Minimum Standards