POSITION DESCRIPTION

Residential Life Assistant – UNSW Apartments

Position Summary

The Residential Life Assistant - UNSW Apartments will assist in developing, implementing and maintaining student life programs for the UNSW Apartments communities. This position works with ARC and other student leadership and support operatives within the UNSW community to create an environment in which students are supported and encouraged to develop and participate in co-curricular activities and events that foster wellbeing, academic success and community engagement.

The role of Residential Life Assistant reports to the Operations Manager (Accommodation) and has no direct reports.

Accountabilities

- Provide guidance to the various individual apartment community groups to seek out challenges and opportunities for engagement within each distinct community. The role creates and supports community growth and development via considered communications and promotion to the various resident groups taking into account the individual apartment complex demographics via regularly conducted feedback surveys.

- Contribute to the development of programs, activities and events that appeal to and encourage high levels of participation in the apartment’s cohort.

- Collaborate with apartment’s community residents, to develop, co-ordinate, promote and participate in events and activities tailored to specific resident demographics e.g undergraduate and postgraduate student cohorts.

- Maintain an effective and productive relationship with ARC to help support scheduled programs that ARC offers to current students.
• Contribute to the positive promotion of UNSW events and activities that align with the institution’s values and aspirations e.g Meet the CEO guest lectures, Australian Ensemble performances, Utzon Lectures series.

• Liaise with the Manager, Operations (Accommodation) and relevant Facilities Manager/Estates Management team leader regarding any facilities issues which occur across the apartment accommodations.

• Actively encourage and promote a commitment and focus to recycling and sustainable practices is promoted and supported in the apartment’s complexes.

• Maintain positive working relationships with UNSW Accommodation staff, portfolio teams, relevant staff in faculties and divisions and other internal and external stakeholders.

• Liaise with, respond to and refer appropriately any resident queries in a prompt and timely manner.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

• Cooperate with all health and safety policies and procedures of the University and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

• A substantial level of relevant knowledge gained through any combination of education, training and experience.

• Experience as a residential community organiser in the tertiary education sector with an understanding of the community and connection expectations of diverse student groups in on campus apartment living.

• Demonstrated ability to plan, budget and deliver engaging community programs, activities and initiatives for undergraduate and postgraduate students

• Demonstrated initiative in problem solving, being receptive and open to new ideas and can adjust and respond accordingly.

• Outstanding administrative and organisational skills with ability to deal with multiple tasks, establish priorities and meet deadlines

• Strong service orientation with excellent written and verbal communication skills and the proven ability to liaise with a range of stakeholders

• Ability to independently manage competing priorities in a high-pressure environment

• Demonstrated understanding of team dynamics and the ability to work collaboratively and productively with teams, experience in conflict resolution would be highly regarded.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.