POSITION DESCRIPTION

Manager, Operations (Accommodation)

Position Level 9
Faculty/Division DVC-Academic and Student Life
Position Number ADMIN ONLY
Original document creation October 2020

Position Summary
This position is responsible for the operational management of the full suite of services for the Student Accommodation portfolio, a business with 2200 student beds and a $40+ million annual turnover. The Manager, Operations (Accommodation) has primary responsibility for the management, operations and day to day running of the UNSW Student Accommodation unit in accordance with UNSW policies and procedures. This position reports to the Head of Colleges and has 8 direct reports.

Accountabilities
Specific accountabilities for this role include:

- Management and oversight of the operational function of Accommodation in consultation with the Head of Colleges and Director, Wellbeing, PVCESE Portfolio Office including human resources, budget, internal reporting and business processes necessary to deliver and maintain services deployed by UNSW Accommodation.

- Provide leadership and direction to direct reports in the Accommodation Office, and related contractors promoting an environment of innovation, continuous improvement in the provision of student accommodation.

- Collaborate with the Head of Colleges and Director of Wellbeing to develop annual and longer term business plans for on-campus residential operations in support of the UNSW strategic agenda.

- Provide accurate and timely operational reports on the performance of the business as required including but not limited to occupancy data; pipeline applications; revenue and costs.

- Deliver early forecasts against budget and budgeted occupancy and financial targets and offer solutions for addressing variances.
- Oversee the effective management and use of StarRez resident management system, including ensuring staff are trained appropriately and correct policies and procedures are followed.
- Develop and maintain productive and collaborative relationships with key internal stakeholders, in particular with UNSW Estate Management to ensure that the built environment resources are maintained in a state that is befitting of the on campus offering to students, along with school and faculty staff, and external stakeholders such as contractors and suppliers.
- Comply with external legislation and funding agreements relevant to the portfolio, including Residential Tenancies Act, Australian Taxation Office etc.
- Work closely with the Head of Colleges to ensure that a suite of residential programs such as recruitment and retention campaigns are developed and delivered across all Residences.
- Manage the third party provider contracts and relationships that deliver provisions and services to the residential community.
- Maintain confidentiality of all financial information and other personal details relating to residents, applicants, staff and other customers.
- 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
- Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.
- At least 5 year's demonstrated experience and successful operational management of student accommodation, or a similar business operations role.
- Demonstrated ability to lead, motivate and train a successful team in large, complex environment and to effectively diffuse potential areas of dispute and/or conflict.
- A demonstrated commercial approach to managing a business and the capacity to balance the regular tension between delivering financial outcomes and delivering a high-quality service and a positive experience to a young adult residential student customer base.
- Demonstrated capacity to deliver expert forecast reporting using StarRez student housing software system or similar.
- Excellent interpersonal, written and verbal communication skills, with a customer service focus and the demonstrated ability to build effective internal and external working relationships and influence, persuade, negotiate and liaise at all levels across an organisation to achieve successful outcomes.
- Experience at a senior level in managing quality assurance and in developing, delivering and continually improving processes and systems, including project management and change management processes.
- Demonstrated leadership with respect to health and safety responsibilities and commitment to drive health and safety culture across the team.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
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.