POSITION DESCRIPTION

Residential Administrator

Position Level | Level 4
Faculty/Division | DVC-Academic
Position Number | TBC
Original document creation | 18/11/2021

Position Summary

The Residential Administrator plays a key role within the Pro Vice-Chancellor Education & Student Experience, Wellbeing pillar, UNSW Colleges theme in providing general administration and clerical duties to support the delivery of an excellent student experience for all residential students in the UNSW Colleges and Apartments.

As the first point of contact, this role requires sound organisational and coordination skills and will involve a range of operational activities, including room inspections, processing of refunds and invoices, debt recovery, coordination of contractors, front desk reception duties, and room allocation processing on a day-to-day basis.

The role reports to the Manager, Operations (Accommodation) and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Provide administrative support across a range of operational activities including the answering and triaging of telephone, email and in-person enquiries, room allocations and inspections, remediation identification, data entry and reporting, event and catering support, and cleaner and contractor coordination.
- Assist the Finance Officer, Accommodation with financial administration processes including the processing of refunds, invoice payments, rebates, and debt recovery.
- Exercise sound knowledge of student accommodation and complimentary support services, and respond to internal and external queries in a timely manner while exercising discretion, diplomacy, and confidentiality.

- Liaise with relevant stakeholders to resolve basic facility issues by providing necessary access to contractors, cleaning and maintaining building spaces. Identify and escalate issues of concern to ensure a clean and safe working environment for staff and students.

- Organise work to ensure a cooperative and effective working environment that meets deadlines and contributes to positive internal and external working relationships.

- Maintain records in accordance with University policies and practices, and create and maintain data and documentation for reports on activities undertaken by inputting data into StarRez and other software platforms.

- Develop, foster and maintain productive working relationships with the UNSW Colleges and Accommodation team, PVCESE Office and portfolio teams, and other internal and external stakeholders to deliver peer support programs.

- 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 & safety of yourself or others.

### Skills and Experience

- Completion of a Diploma or an equivalent level of knowledge gained through a combination of education, training and/or experience.

- Ability to work independently and as part of a team to deliver high quality administration and support while exercising sound judgement to resolve matters.

- Ability to work accurately and with attention to detail.

- Demonstrated time management and organisational skills with the ability to handle multiple tasks and work to deadlines.

- Competent numeracy and a broad understanding of financial principles and systems, including an understanding of managing invoice payments and purchases.

- An understanding of the Residential Life environment, including the promotion of residential life programs, marketing and communications of activities and events, and the use of university support services.

- Willingness to work flexible hours and locations, including being rostered at different student residences.

- Sound interpersonal, oral, and written and communication skills and the ability to liaise with people from diverse backgrounds and cultures.
• Proven commitment to customer service, including the ability to make meaningful connections and provide information in an engaging way.

• Proficient computing capabilities, including high competency with all Office 365 applications and databases. Familiarity with StarRez is an advantage.

• 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.