

## Head of Student Residence (N & NW)

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<b>College/Division</b>	Academic Division
<b>School/Section</b>	Campus Living, Student Life and Enrichment
<b>Location</b>	Launceston
<b>Classification</b>	HEO10
<b>Reporting line</b>	Director, Campus Living, Sport and Recreation

### Position Summary

The University of Tasmania is building a vision of a place-based University with a mission to enhance the intellectual, economic, social and cultural future of Tasmania, and from Tasmania, contribute to the world in areas of distinctive advantage. The University recognises that achieving this vision is dependent on the people we employ as well as creating a people-centred University that is values-based, relational, diverse, and development-focused.

We are seeking to appoint a Head of Student Residence for the North and North-West campuses, in the Student Life and Enrichment portfolio which is part of the [Academic Division](#).

The role has responsibility for ensuring student residents receive the support required to thrive as a member of a vibrant residential community. The incumbent will be responsible for leading a team of student support staff to promote and enhance the wellbeing of individuals across the residential communities in the N & NW.

Campus Living supports a network of residential communities accommodating a diverse cohort of undergraduate and postgraduate students from regional Tasmania, mainland Australia and overseas who are enrolled at the University in Hobart, Launceston, or Burnie.

Students living in all our residential communities have access to academic support, engagement opportunities, and in-residence fitness and wellbeing programs. We are committed to providing a vibrant, welcoming, inclusive living environment for our residents, where students are encouraged to connect and engage with their peers, staff and the broader University community.

**We are an inclusive workplace committed to ‘working from the strength that diversity brings’ reflected in our Statement of Values. We are dedicated to attracting, retaining and developing our people and are committed to inclusive principles. We celebrate the range of diverse assets that gender identity, ethnicity, sexual orientation, disability, age and life course bring. Applications are encouraged from all sectors of the community. Tell us how we can make this job work for you.**

### What You'll Do

- Provide leadership and operational oversight of the residential community experience through role modelling and embedding of the University's vision and values, developing strong connections with residents, staff and key partners and building a strong sense of belonging and connection within community.
- Work in collaboration with the Director to implement a high-quality student living experience across all regional sites and create a safe and inclusive learning and living environment in support of residents achieving their academic and personal goals. This includes ensuring that mechanisms are in place to



regularly monitor student feedback and performance and implementing review processes to inform continuous improvement.

- Oversee all aspects of safety and risk planning and protocol, including regular review of University emergency plans and policy relevant to the residential precinct and ensure staff and students within residence regularly engage in training and refresher education.
- Provide effective, people-centred leadership and management for the campus living staff including mandatory induction and training, developing and monitoring individual performance and professional development plans, actively promoting a high-performance, student-centred culture; and nurturing and supporting team members in their own self-care and professional growth.
- Work in collaboration with the Residential Community Experience Coordinator, and the network of Residential Peer Leaders to facilitate a schedule of engaging community and wellbeing programs for residents, and actively promote and connect students to broader University support services and active campus opportunities available to them. This includes actively engaging with students as partners to enrich the community experience for all residents and identify and promote opportunities for student led initiatives and peer to peer engagement.
- Oversee an individualised, people-centric and documented process for resident wellbeing check ins, and actively support, monitor, and respond to student health, mental health and wellbeing issues in collaboration with key stakeholders including Safe and Fair Community Unit, university wellbeing and counselling services and external service providers. This includes providing first responses, making critical decisions, and activating emergency procedures in response to issues and complex presentations as they arise, in compliance with University safety, wellbeing and security policy and protocol.
- Work in collaboration with University colleagues and relevant external partners and stakeholders to develop robust systems and processes to ensure facility and maintenance requests by residents are responded to promptly and resolved efficiently with a high degree of professionalism at all times.

### What We're Looking For (success criteria)

- A postgraduate qualification in education, psychology or a human service-related field and/or demonstrated equivalent experience in leading a people centred entity.
- Extensive leadership experience in a complex, dynamic people-centred organisation with demonstrated capacity to contribute to the development and implementation of strategic and operational objectives.
- Demonstrated team leadership skills including capacity to nurture and support team members, be responsive to their professional development and wellbeing needs and drive high level performance.
- Proven success managing a demanding environment, requiring good judgement and appropriate responses to complex, critical people-related issues.
- Previous experience in leading the development, delivery and evaluation of people-related activities and services.
- High level resilience, motivation and self-direction.
- Confident and values based interpersonal and cross-cultural communication skills and the ability to represent Student Campus Living in forums within and external to the University.

### Other position requirements

- Current Working with Vulnerable People registration (or to be obtained)
- Counselling, pastoral care, or social work experience would be an advantage
- Regular travel may be required between campuses

*The intention of this position description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties above may be altered in accordance with the changing requirements of the position.*



- Undertake relevant education and training as required
- Willingness to undertake a medical assessment based on meeting positional requirements

### University of Tasmania

The University of Tasmania is an institution with an enduring commitment to our state and community, and a strong global outlook. We are committed to enhancing the intellectual, economic, social and cultural future of Tasmania. Our [Strategic Direction](#) strongly reflects the University community's voice that our University must be place based but globally connected as well as regionally networked and designed to deliver quality access to higher education for the whole State.

We believe that from our unique position here in Tasmania we can impact the world through the contributions of our staff, students and graduates. We recognise that achieving this vision is dependent on the people we employ, as well as creating a university that is values-based, relational, diverse, and development-focused.

More information:

<https://www.utas.edu.au/jobs>

<https://www.utas.edu.au/ourvalues>

