Student Accommodation Unit
Academic Services

Accommodation Officer

POSITION NO	0041748
CLASSIFICATION	PSC 5
SALARY	$68,892 - $79,130 p.a.
SUPERANNUATION	Employer contribution of 9.5%
EMPLOYMENT TYPE	Full-time (fixed-term) position available until end of 2018 Fixed term contract type: New organisational area
OTHER BENEFITS	http://about.unimelb.edu.au/careers/working/benefits
CURRENT OCCUPANT	Vacant
HOW TO APPLY	Online applications are preferred. Go to http://about.unimelb.edu.au/careers, under 'Job Search and Job Alerts', select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
CONTACT **FOR ENQUIRIES ONLY**	Ursula McNicoll Tel +61 3 83448858 Email umcnicoll@unimelb.edu.au *Please do not send your application to this contact*

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about.unimelb.edu.au/careers
joining.unimelb.edu.au

Date Created: 01/11/2017   **Last Reviewed:** 19/07/2017   **Next Review Due:** 19/07/2018

Position Summary

The University of Melbourne's *Growing Esteem* Strategy identifies student experience as a key enabler of quality student outcomes and places student experience at the heart of the 'Melbourne Offer'. The University aims to provide students, irrespective of background, with an affordable, secure and supportive residence that allows them to thrive academically, socially and culturally. The Melbourne Offer identifies access to affordable, high-quality student accommodation as a key driver of a quality student experience, and an element able to support our diverse and globally mobile student communities.

The Accommodation Officer will be situated within the newly created Student Accommodation Unit, which will be located within Wellbeing Services in Academic Services. The Student Accommodation Unit, which will be formally implemented in 2017, has been designed to support student accommodation at Melbourne.

The Accommodation Officer will support and assist in the establishment of the operational arrangements of the University's Student Accommodation Offer. This will include; processing applications for 2018 Melbourne National and Access Melbourne Scholars (and additional cohorts from 2019 onwards), implementing processes and procedures to support the Offer and that link with University processes, and assist in the development and implementation of the Accommodation Unit from mid-2017. This role will also support necessary communications, marketing and informational needs related to the Accommodation Offer, and work with other areas of University Services to ensure clear messaging for the Offer across web and print collateral.

The incumbent will assess the functional requirements for the Accommodation Offer and from mid-2017 provide support to the Manager of the Student Accommodation Unit to ensure partnership arrangements support the requirements and future roll-out of the Accommodation Offer.

The following ongoing responsibilities include: coordinating Accommodation Offer applications, allocating and advising students of their offer, coordinating acceptance process and liaising with providers regarding student placement, student assistance/ helpdesk. The role will also be required to undertake any other duties as advised and will need to be adaptive and responsive to the changing requirements and operating context of Academic Services.

1. Selection Criteria

1.1 ESSENTIAL

- Completion of a degree or diploma qualification with subsequent relevant work experience or an equivalent combination of relevant education/training and/or experience.

- Well-developed verbal and written communication skills including strong attention to detail.

- Experience in a service orientated environment with a commitment to the provision of high quality client service.

- Demonstrated ability to exercise initiative and sound judgement, with proven problem solving skills with the ability to identify when and where to seek additional assistance.

- Well-developed organisational skills including the ability to meet deadlines and effectively balance competing demands.

- Demonstrated ability to build and maintain effective relationships with a broad range of stakeholders.

- Proficiency with Microsoft Office packages including Word, Excel, PowerPoint, and Outlook. Experience in using and supporting users with web browsers and database programs.

- Proven ability to work well and constructively as a member of an interdisciplinary team, as well as demonstrated ability to work independently.

- Demonstrated ability to interpret policy and procedures to provide advice to staff and students.

1.2 DESIRABLE

- Familiarity with and knowledge of student accommodation systems and structures.

- Familiarity with and knowledge of student facing services.

2. Special Requirements

- Some out of hours work (weekends, public holidays) may be required on occasion to support critical operational activities.

- Annual leave will be limited during peak periods and will be required to be taken outside of peak operation times.

3. Key Responsibilities

- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5 or 6.

3.1 SUPPORTING IMPLEMENTATION REQUIREMENTS

- Support the Manager, Student Accommodation Unit and Manager, Systems and Contracts to develop and implement operational arrangements for processing applications for 2018 Melbourne National and Access Melbourne Scholars cohort. This includes working in collaboration with Chancellery Projects, and multiple departments in University Services and other key stakeholders, developing interim processes and procedures.

- Assist in the development and implementation of application and allocation procedures including identifying and supporting alignment with relevant UoM policies and processes.

- Develop communications to support marketing and recruitment and other informational needs and work with other areas of University Services to ensure clear messaging for the Offer across web and print collateral.

- Support the functional requirements for the Accommodation Offer in 2018.
- Provide support and information to the Manager, Student Accommodation Unit to negotiate (if applicable) particular arrangements with providers in relation to the Accommodation Offer to specific cohorts.
- The role will undertake any other duties as required and will need to be adaptive and responsive to the changing requirements of the operating context of the Student Accommodation Unit.

3.2 ADMINISTRATION & CUSTOMER SERVICE

- Coordinating and processing the Student Accommodation Offer applications.
- Allocating and advising students of status and/or outcome of their Accommodation Offer application.
- Coordinating the accommodation offer acceptance process for eligible University of Melbourne undergraduate students.
- Liaising with providers, other Academic Services staff and College staff regarding student placement and the services related enquiries and issues.
- Providing student assistance and operating as a helpdesk for any student queries relating to the Accommodation Offer.
- Providing high level customer service by way of consistent, accurate advice to students, colleagues and stakeholders.
- Employ sound judgement in escalating service provision and/or operational issue to management as appropriate.

4. Job Complexity, Skills, Knowledge

4.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Accommodation Officer reports to the Manager, Student Accommodation Unit and receives general direction. A degree of independent judgement is expected for most day-to-day operational responsibilities and establishing operational arrangements for the Student Accommodation Unit.

4.2 PROBLEM SOLVING AND JUDGEMENT

The Accommodation Officer will be required to take initiative and exercise good judgement including sensitivity, confidentiality, problem solving, within the framework of policies and procedures relevant to the delivery of the Student Accommodation Unit.

The Accommodation Officer will be required to draw on an array of skills to foster successful operational procedures in the in the set-up of the Student Accommodation Unit.

4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Accommodation Officer will be familiar with student accommodation systems and structures across the University as well as from relevant local and/or external providers. The position requires the capacity to implement University policies and procedures, as

well as an awareness and understanding of student life and student enrolments at The University of Melbourne.

4.4 BREADTH OF THE POSITION

The Accommodation Officer requires extensive interaction with students, staff at all levels across the University and industry. Through the provision of advice and information the position has impact not only on the immediate work unit but also on internal and external stakeholders.

The incumbent will encounter a diverse range of people with varied experiences and cultural backgrounds, including assisting in the settlement of students that will have relocated from rural, interstate or international areas and could possibly have limited experience living in share-housing arrangements.

5. Other Information

5.1 STUDENT ACCOMMODATION UNIT, ACADEMIC SERVICES

The Academic Services portfolio brings students, academic and library services together in an integrated network to support the University's core business of learning and teaching, research and engagement. The Student Accommodation Unit is situated within Academic Services.

The Student Accommodation Unit's service proposition is as follows:

- Provide all new to Melbourne undergraduate students with an accommodation offer (note: this will be via a staged implementation from 2017 – 2020).

- Provide a range of accommodation options that cater for students from all cultures and backgrounds.

- Ensure that our partner accommodation providers provide students with affordable, secure and supportive communities.

- Provide the next generation of students with easy to navigate systems and processes and innovative technology solutions.

- Work with our partners to provide resident students with appropriate and timely wellbeing advice including clear pathways for support services.

- Empower students to transition from the family home to independent living.

- Ensure that all staff working with students in accommodation facilities are respectful and culturally aware in their dealings with students.

- Provide service delivery excellence through high energy, creative and helpful staff.

https://staff.unimelb.edu.au/about/university-services/academic-services

5.2 UNIVERSITY SERVICES

University Services operates with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best.

University Services comprises approximately 1,500 staff and represents the aggregation and concentration of service delivery capability within what will be the largest administrative unit within the University. It comprises ten portfolios:

- Research, Innovation and Commercialisation
- External Relations
- Academic Services
- Finance and Employee Services
- University Procurement Services
- Infrastructure Services
- Project Services
- Legal and Risk
- Business Intelligence and Reporting
- University Services Operations

These portfolios are responsible for the planning, delivery and review of most professional services.

The University Services organisation also plays a key role in defining the service ethos and quality standards for the broad range of services, as well as leading key aspects of transformational change, and defining and influencing future service enhancements. At its core, the benefit from the establishment of University Services comes from building expertise, consolidating like functions/ services, eliminating duplication, capturing the benefit of scale, and providing a platform to improve process and system efficiency.

https://staff.unimelb.edu.au/about/university-services

5.3   THE UNIVERSITY OF MELBOURNE

The University of Melbourne is a leading international university with a tradition of excellence in teaching and research. With outstanding performance in international rankings, Melbourne is at the forefront of higher education in the Asia-Pacific region and the world. The University of Melbourne is consistently ranked among the world's top universities. Further information about our reputation and global ranking is available at http://futurestudents.unimelb.edu.au/explore/why-choose-melbourne/reputation-rankings.

Established in 1853, shortly after the founding of Melbourne, the University is located just a few minutes from the centre of this global city. The main Parkville campus is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide range of knowledge-based industries.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded. Further information about working at The University of Melbourne is available at http://about.unimelb.edu.au/careers.

5.4   GROWING ESTEEM, THE MELBOURNE CURRICULUM AND RESEARCH AT MELBOURNE: ENSURING EXCELLENCE AND IMPACT TO 2025

- Growing Esteem describes Melbourne's strategy to achieve its aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive

contributions to society in research and research training, learning and teaching, and engagement. http://about.unimelb.edu.au/strategy-and-leadership

▸ The University is at the forefront of Australia's changing higher education system and offers a distinctive model of education known collectively as the Melbourne Curriculum. The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.

▸ The University's global aspirations seek to make significant contributions to major social, economic and environmental challenges. Accordingly, the University's research strategy *Research at Melbourne: Ensuring Excellence and Impact to 2025* aspires to a significant advancement in the excellence and impact of its research outputs. http://research.unimelb.edu.au/our-research/research-at-melbourne

The strategy recognises that as a public-spirited, research-intensive institution of the future, the University must strive to make a tangible impact in Australia and the world, working across disciplinary and sectoral boundaries and building deeper and more substantive engagement with industry, collaborators and partners. While cultivating the fundamental enabling disciplines through investigator-driven research, the University has adopted three grand challenges aspiring to solve some of the most difficult problems facing our world in the next century. These Grand Challenges include:

Understanding our place and purpose – The place and purpose grand challenge centres on understanding all aspects of our national identity, with a focus on Australia's 'place' in the Asia-Pacific region and the world, and on our 'purpose' or mission to improve all dimensions of the human condition through our research.

Fostering health and wellbeing – The health and wellbeing grand challenge focuses on building the scale and breadth of our capabilities in population and global health; on harnessing our contribution to the 'convergence revolution' of biomedical and health research, bringing together the life sciences, engineering and the physical sciences; and on addressing the physical, mental and social aspects of wellbeing by looking beyond the traditional boundaries of biomedicine.

Supporting sustainability and resilience – The sustainability and resilience grand challenge addresses the critical issues of climate change, water and food security, sustainable energy and designing resilient cities and regions. In addition to the technical aspects, this grand challenge considers the physical and social functioning of cities, connecting physical phenomena with lessons from our past, and the implications of the technical solutions for economies, living patterns and behaviours.

Essential to tackling these challenges, an outstanding faculty, high performing students, wide collaboration including internationally and deep partnerships with external parties form central components of Research at Melbourne: Ensuring Excellence and Impact to 2025.

5.5 EQUITY AND DIVERSITY

Another key priority for the University is access and equity. The University of Melbourne is strongly committed to an admissions policy that takes the best students, regardless of

financial and other disadvantage. An Access, Equity and Diversity Policy Statement, included in the University Plan, reflects this priority.

The University is committed to equal opportunity in education, employment and welfare for staff and students. Students are selected on merit and staff are selected and promoted on merit.

5.6 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at http://www.unimelb.edu.au/unisec/governance.html.

6. Occupational Health and Safety (OHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

http://safety.unimelb.edu.au/topics/responsibilities/

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.