

POSITION DESCRIPTION

Position Title	Accommodation Co-ordinator Ballarat		
Organisational Unit	Office of the Chief Operating Officer and Deputy Vice-Chancellor		
Functional Unit	Student Engagement and Services		
Nominated Supervisor	Manager, Living & Learning Communities		
Higher Education Worker (HEW) Level	HEW 7	Campus/Location	Ballarat
CDF Achievement Level	2 Management (Line)	Work Area Position Code	10603827
Employment Type	Full-time Continuing	Date reviewed	June 2020

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter. ACU's Mission is central to the University, and informs every area – integrating the dignity of the human person, the common good, and ethical and social justice considerations into our core activities of student learning and teaching, research and service.

We are a publicly-funded university which has grown rapidly over the past few years. We're young, but we are making our mark: ranking among the top universities worldwide. We have got seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We know that our people make us a university like no other. It's your values, action and passion that makes the difference. Whatever role you may play in our organisation: it's what you do that defines who we are.

We value staff, offering excellent leave and employment conditions, and foster work environments where they have the ability grow and develop. We continue to invest in our facilities and workplaces, and actively involve staff in shaping the future direction of the organisation.

In order to be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

We hope that you might champion these values, and work with us to create a place of learning that is not only the envy of the world, but the making of it.

The structure to support this complex and national University consists of:

- Provost and Deputy Vice-Chancellor (Academic)
- Chief Operating Officer & Deputy Vice-Chancellor (Administration)
- Deputy Vice-Chancellor (Research)
- Deputy Vice-Chancellor (Education and Innovation)
- Deputy Vice-Chancellor (Coordination)
- Vice President

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Vice President drives both the Identity and the [Mission](#) of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

ABOUT STUDENT ENGAGEMENT AND SERVICES

Since March 2012, Student Engagement and Services (SES) has developed a range of programs broadening the opportunities for students in the co-curricular space at ACU. The ACU Strategic Plan, Students Learning and Teaching Portfolio Operational Plan and the Learning for Life Strategy have shaped the need for the development of such programs and services.

The Student Engagement and Services Directorate facilitates programs and services through a national approach delivered by campus based staff, these programs include:

- Health, Sport & Wellbeing objectives including:
 1. Sport Clubs
 2. Australian University Sport endorsed programs
 3. Elite Athlete and Performer Program
 4. Gyms, Fitness Classes and Facilities
 5. Social Sport and Community Events
- National Student programs including Tax and Legal Services
- ACU Medical Centres
- ACUextra - a virtual (non-campus dependent) student discount program
- Student Accommodation under the Living & Learning Communities objective.

The above listed programs are funded by user pays fees, operating funds and Student Services and Amenities Fees (SSAF).

ACU National Residential Strategy

ACU Living and Learning Communities aim to provide the opportunities for student support and development. At ACU, education is holistic and our Living and Learning communities promote academic achievement, health and wellbeing, sport, spirituality, internationalisation, leadership and community engagement. ACU believes that student residences are important because:

- Safe, clean, affordable accommodation promotes secure study patterns
- Students in residence can experience community living and learning
- Residences give the university an opportunity to support students' academic, social, spiritual and personal development goals
- Residential experiences can assist students in developing leadership and the ACU Graduate Attributes

POSITION PURPOSE

- Provide administrative and business support at the ACU student accommodation, in Ballarat and Canberra.
- Coordinate the efficient, safe and customer friendly management of providing the student accommodation beds under the direction and vision of ACU's Living and Learning Community.
- Manage marketing of residential accommodation to potential students, assist the Properties directorate in the management of the facility and assist the Manager Living and Learning Communities in delivering the outcomes of the Organisational Unit plan.
- Ensure after-hours on-call duties are managed between the position holder and Administrative Officer to provide students with access to support 24 hours a day.

POSITION RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- [ACU Strategic Plan 2020-2023](#)
- [Catholic Identity and Mission](#)
- [ACU Capability Development Framework](#)
- [Higher Education Standards Framework](#)
- [ACU Service Delivery Model](#)
- ACU [Staff Enterprise Agreement](#), including provisions in relation to Performance Excellence
- [ACU Staff Reconciliation Action Plan](#)

The [Capability Development Framework](#) in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

Key responsibilities

Key responsibilities specific to this position	Relevant Core Competences (Capability Development Framework)	Scope of contribution to the University			
		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
		✓	✓	✓	✓
<ul style="list-style-type: none"> • Work closely with the Manager LLC to manage operational and student wellbeing issues and process them in a timely manner through ACU's Critical Incident framework. 	<ul style="list-style-type: none"> • Live ACU's Mission, Vision and Values • Know ACU Work Processes and Systems • Make Informed Decisions 		✓		

<ul style="list-style-type: none"> Strategically achieve and maintain agreed occupancy level at the residence and ensure the effective running of the sales functions of the business including; attending to sales enquiries, processing payments and room allocations, prepare student leases; maintain accurate waiting lists, check students in and out and deal with day-to-day enquiries to achieve and maintain a high occupancy level at the residence. Conduct inbound and outbound room inspections in Sydney residential accommodation as required. 	<ul style="list-style-type: none"> Apply Commercial Acumen Be Responsible and Accountable for Achieving Excellence 		✓		
<ul style="list-style-type: none"> Manage data input and upkeep within StarRez software. Create and manage reports to ensure accuracy of data and maintain thorough documentation of the facilities. 	<ul style="list-style-type: none"> Be Responsible and Accountable for Achieving Excellence Apply Commercial Acumen 		✓		
<ul style="list-style-type: none"> Work closely with the Manager LLC to create and manage the Budget to achieve agreed financial outcomes. This includes; ensuring effective processing of tax invoices, monitoring all transactions within the TechOne system and managing the budget effectively 	<ul style="list-style-type: none"> Apply Commercial Acumen Collaborate Effectively 		✓		

<ul style="list-style-type: none"> Co-ordinate the implementation of the Residential Life program in conjunction with internal and external stakeholders and through the supervision of Residential Assistants, to maintain a high level of resident satisfaction. 	<ul style="list-style-type: none"> Coach and Develop Live ACU's Mission, Vision and Values Deliver Stakeholder Centric Service 		✓		
<ul style="list-style-type: none"> Communicate with students to assist them to solve day-to-day practical problems, to ensure smooth running of the residence and ensure high levels of resident satisfaction. 	<ul style="list-style-type: none"> Deliver Stakeholder Centric Service Be Responsible and Accountable for Achieving Excellence Make Informed Decisions 		✓		
<ul style="list-style-type: none"> Share responsibility for after-hours on call duties with the Administrative Officer to ensure that the students have access to support 24 hours a day. This can include a call-back to duties during critical incidents. 	<ul style="list-style-type: none"> Deliver Stakeholder Centric Service Be Responsible and Accountable for Achieving Excellence Make Informed Decisions 		✓		
<ul style="list-style-type: none"> Coordinate the recruitment of the Residential Assistants and oversee training of the Administration Officer and Residential Assistants in order to maximise student wellbeing and satisfaction. 	<ul style="list-style-type: none"> Coach and Develop Know ACU Work Processes and Systems Live ACU's Mission, Vision and Values 		✓		
<ul style="list-style-type: none"> In conjunction with the LLC Communications Administrative Officer, assist with the collation and production of internal and external marketing information, including social media presence and to increase the profile of the residence. 	<ul style="list-style-type: none"> Communicate with Impact Collaborate Effectively 		✓		

<ul style="list-style-type: none"> • Manage the soft Facilities and Maintenance requirements of the business including cleaning, rubbish removal, repairs and maintenance working with the University's Properties and Facilities Directorate. 	<ul style="list-style-type: none"> • Know ACU Work Processes and Systems • Collaborate Effectively 		✓		
<ul style="list-style-type: none"> • Oversee the renewal of head lease agreements and communications with local landlords regarding maintenance or other requirements, as necessary in Ballarat and Canberra 	<ul style="list-style-type: none"> • Apply Commercial Acumen • Collaborate effectively 		✓		

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Build a professional relationship with 152 students living in residence for the purpose of the Living and Learning Communities outcomes
- Provide a safe, nurturing environment for all students
- Implement processes and systems to ensure the student accommodation operations are coordinated effectively

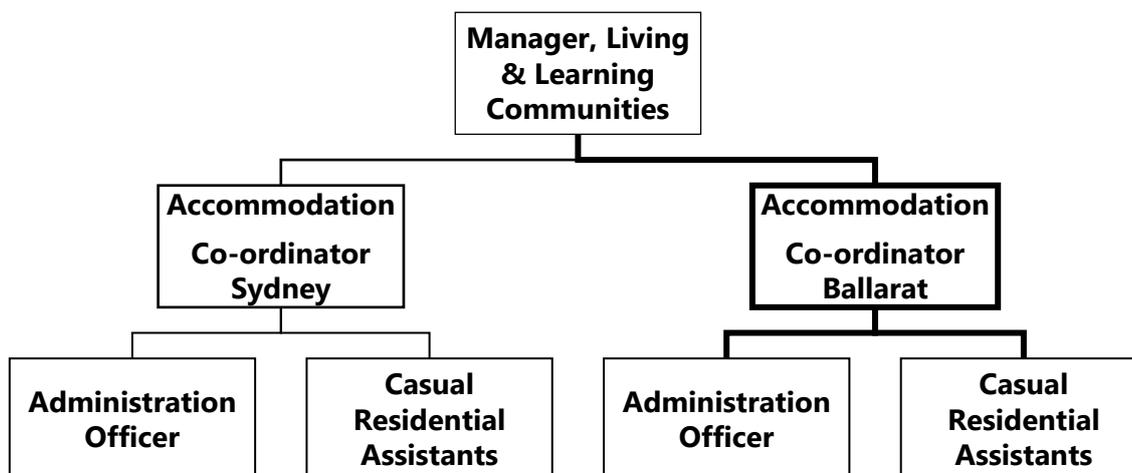
Decision Making / Authority to Act

The position holder has substantial autonomy in the day-to-day management of support and administrative services and must make all decisions on administrative aspects of the residential service.

Communication / Working Relationships

- The position holder communicates with staff, clients and external contractors and is responsible for communicating policies, procedure, initiatives and direction consistent with guidelines and relevant legislation to those delivering the services.
- The position holder liaises with students about their personal wellbeing and refers students to external services where applicable and appropriate.

Reporting Relationships



For further information about structure of the University refer to the [organisation chart](#).

QUALIFICATIONS AND CAPABILITY OF THE POSITION HOLDER

This section sets out the qualifications, skills, knowledge, experience and competencies expected of the position holder, collectively referred to as 'qualifications and capability'. These are informed by the key responsibilities of the role and the Core Competencies set out in the [Capability Development Framework](#).

Opportunities to develop capability are provided through the development programs coordinated by internal providers of professional development. See the [Training and Development website](#) for more information.

In recruiting and selecting a candidate for the position, a subset of the qualifications and capability will form the Selection Criteria, **to a maximum of 10**.

Qualifications and Capability		Selection Criteria?
Qualifications, skills, knowledge and experience		
1.	Completion of a relevant degree; or an equivalent combination of relevant experience and/or education/training with experience in Student Accommodation, Facilities Management and/or Emergency Management processes.	Yes
2.	Demonstrated ability to communicate effectively with staff at all levels, including stakeholders external to the organisation, to provide an excellent client service and meet organisational objectives.	Yes
3.	Strong administrative, planning, organisational skills and IT skills, including word processing, database management, Excel and web and experience with Property management Software, such as StarRez and financial management systems.	Yes
4.	Knowledge of residential tenancy legislation and similar landlord legislation, along with possession of a Real Estate License or demonstrated willingness to obtain.	Yes

Qualifications and Capability		Selection Criteria?
5.	Demonstrated ability to achieve and maintain agreed occupancy levels and renewal targets, by employing innovative sales and marketing techniques.	Yes
6.	Demonstrated ability to co-ordinate the Residential Life program in conjunction with internal and external stakeholders and through the supervision of Residential Assistants, to maintain a high level of resident satisfaction.	Yes
7.	Current First Aid Certificate	No
Core Competencies (as per the Capability Development Framework)		
8.	Live ACU's Mission, Vision and Values: Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.	Yes
9.	Apply Commercial Acumen: Understand the business environment in which ACU operates and adopt a University-wide point of view to seize opportunities and improve commercial viability.	Yes
10.	Adapt to and Lead Change: Display openness and resilience, inspire others to change and act to make change happen with ACU's interests, strategic goals and Mission at the heart of all outcomes.	Yes
	Other attributes	
11.	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment	Yes
12.	Evidence of ability to work with children and contribute to and protect their safety and wellbeing. The successful applicant will be required to hold a valid working with children clearance for the State or Territory in which the position is located.	Yes