



Position Description

Residence Support Officer

Residence Life

Uni Life

Classification	Level 4
Delegation band	Delegations and Authorisations Policy (see Section 3)
Special conditions	<p>An appointment is conditional upon the successful applicant producing, satisfying, and maintaining a Senior First Aid and Mental Health First Aid Certificate, and a "Working with Children Check," in accordance with the Commission for Children and Young People Act (NSW).</p> <p>Due to the workload at peak times of the academic calendar, there are annual and other leave restrictions across Residence Life teams.</p> <p>After-hours work is sometimes required.</p>
Workplace agreement	Charles Sturt University Enterprise Agreement
Date last reviewed	March 2023



About Charles Sturt University

Purpose

The Wiradjuri phrase *yindyamarra winhanganha* means the wisdom of respectfully knowing how to live well in a world worth living in. This phrase represents who we are at Charles Sturt University – our ethos. It comes from traditional Indigenous Australian knowledge, but it also speaks to the vision of the university – to develop and spread wisdom to make the world a better place.

Vision

Charles Sturt University is set to undergo a decade of great reform that will see the university characterised by these key elements:

- An uncompromising drive towards excellence in every aspect of its operations
- A far-reaching strategic re-positioning of teaching, learning, research, and innovation
- A cementing of our position as Australia's pre-eminent rural and regional university

The overarching aim is to consolidate our institution so that it is demonstrably more resilient and sustainable by the end of the decade.

Goals

To deliver on our purpose and vision, the university has three key goals:

1. Maintain the university's position in the top five Australian universities for graduate outcomes based on employment and salary
2. Embed a culture of excellence across all aspects of the university's operations
3. Exponential growth in research, development, and innovation income in our chosen areas, delivering high impact outcomes for regional Australia

Our values

Charles Sturt has a proud history and is fortunate to have an outstanding group of diverse, passionate, and engaged people working with us. Our values of insightful, inclusive, impactful, and inspiring guide our behaviours and ways of working to help us achieve our ethos of creating a world worth living in.

Performance measures

In addition to the principal responsibilities all staff are required to contribute to the success of the university strategy including meeting the university's eight key performance indicators:

Our Students	<ul style="list-style-type: none">• Commencing progress rate• Student experience
Our Research	<ul style="list-style-type: none">• Research income• Research quality and impact
Our People	<ul style="list-style-type: none">• Engagement• All injury frequency rate
Our Social Responsibility	<ul style="list-style-type: none">• Underlying operating result• Community and partner sentiment



Uni Life

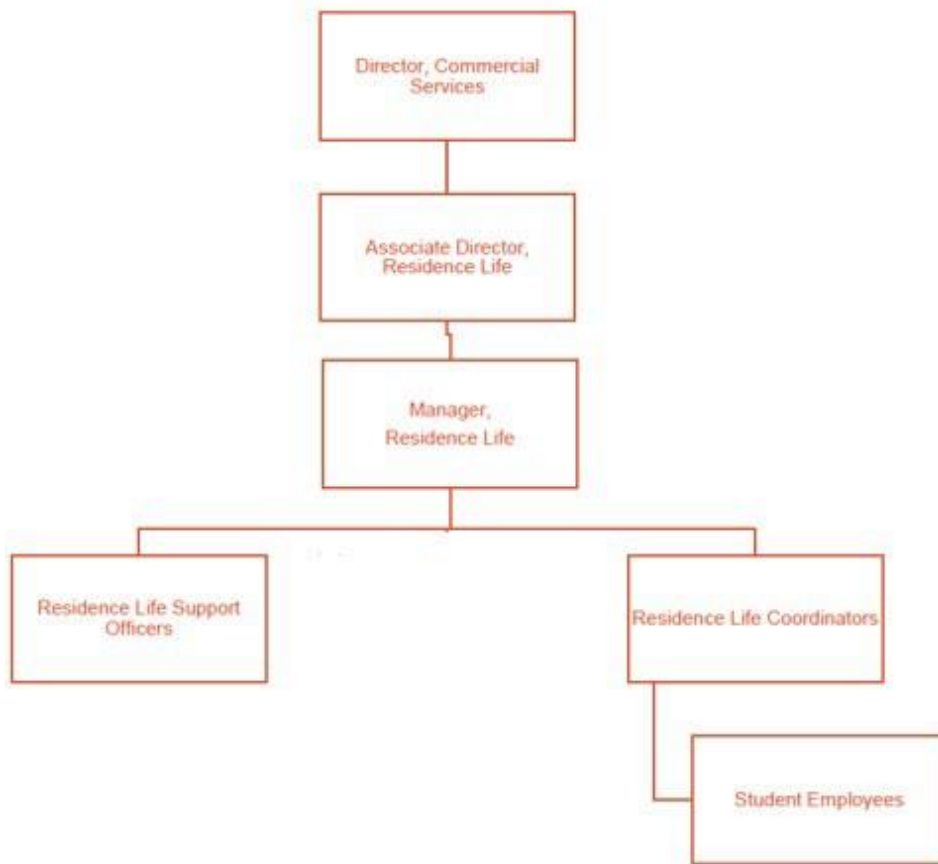
Residence Life

[The Uni Life Unit](#) supports and engages the students in the non-academic aspects of their university journey, online and on campus. This Unit focuses on student engagement and the student experience - bringing a vibrancy and inclusiveness to University life. The Unit includes:

- Residences
- Sports
- Food Outlets

The Uni Life Unit demonstrates strong values and promotes respect and social equity which forms the basis for developing great students.

Organisational chart





Reporting relationship

This position reports to Manager, Residence Life

This position supervises: N/A

Key working relationships

- Residence Support Officers
- Residence Life Coordinators
- Manager, Residence Life

Position overview

The Residence Support Officer focuses on coordinating cross-campus administrative activities and procedures and providing day-to-day operational support to the Residence Life team. The Residence Support Officer will provide a range of administrative functions in support of operational requirements, complete analyses, and produce reports on operations as requested.

In the provision of services, the incumbent will assist the ongoing pastoral care and residential support scheme and will be an integral link in liaison between residential students and the Residence Life team. The position requires the provision of professional service and the capacity to contribute in a collegial environment to the effective operation of the team, ensuring its cross-campus functionality, as well as the ability to be proactive in establishing new systems and processes.

Principal responsibilities

- Provide generalist administrative support and assistance with management of the day to day operations of the Residential Support Scheme.
- Administer and co-ordinate all full-time, residential school and international student accommodation allocations University-wide in conjunction with associated services, including room changes, vacancies, casual bookings, applying charges and penalties, auditing of all full time and residential school keys, and report generation.
- Actively contribute to fostering the development of the residential community.
- Assist in liaison with, management and support of the team of Resident Leaders.
- Under the supervision of senior staff, assist with crisis response, triage and referral.
- Liaise with internal and external providers to assist with the coordination of services provided to the Student Residences.
- Assist with the completion of annual student room audits and inspections, including occupational health and safety (OH&S) audits.
- Provide administrative support for operational programs, including coordination of requests for information or responses, minor project involvement and periodic reporting on specific functional areas.



- Respond to student enquiries, ensuring client-focussed service of consistently high quality, including seeking information from, and making appropriate referrals to more senior or specialist staff within Residence Life or the wider University community.
- Understudy the Residence Life Coordinator and provide short term relief as required.
- Other duties appropriate to the classification as required.



Role-specific capabilities

This section comprises capabilities from the Charles Sturt [Capability Framework](#) identified as essential or critical for success in this role.

Focus on service	Strive to meet needs and exceed the expectations of our students, communities and colleagues (performance focus, quality outcomes, student welfare, equity and conduct).
Be business savvy	Look to add commercial value to our roles, processes and ways of working.
Innovative	With creativity at our core, be open to new ideas and seek to find better ways.
Live our values	Uphold the Charles Sturt University values daily in our behaviours and interactions with others.
Listen closely	Dig deep to understand others, using self-insight to build team spirit and recognise efforts.

Physical capabilities

The incumbent may be required to perform the following.

- Work in other environments beyond your base campus, such as other campuses.
- On occasion drive a vehicle distances up to 500km per day within the terms of the university's [Driver Safety Guidelines](#)
- Perform in an accurate and timely manner push/pull, reaching, grasping, fine manipulation tasks, including lifting items up to 10kg.
- Possess the physical ability to carry out shelving duties, such as frequent bending, reaching/stretching, squatting and repetitive lifting.



Selection criteria

Applicants are expected to address the selection criteria when applying for this position.

Essential

- A. Completion of an Associate Diploma level qualification, with relevant work-related experience or a certificate level qualification with post-certificate relevant work experience; or an equivalent level of knowledge gained through any combination of education, training and/or experience, preferably in a residential community or student services role.
- B. Demonstrated experience in working with young people and understanding their issues.
- C. Proven capacity to undertake high level administrative and clerical responsibilities covering a range of functions, including the ability to prioritise, manage time efficiently and achieve deadlines.
- D. Capability to work as part of a team as well as a demonstrated capability to make decisions independently.
- E. Proven proficiency in the Microsoft Office suite of programs, including skills in Word, Excel, Outlook and Explorer.
- F. Proven capability to communicate frequently and effectively with students, University and community groups about services offered by Residence Life.

Desirable

- G. Previous experience in working with young adults in a tertiary residential operation or similar.
- H. Knowledge of counselling and referral procedures.



● Brisbane

New South Wales

● Dubbo

● Port Macquarie

● Orange

● Bathurst

Goulburn
NSW Police Academy ●

● Sydney

● Wagga Wagga

● Canberra

● Albury-Wodonga

● Wangaratta
Regional Study Centre

Victoria

● Melbourne

● - Capital city ● - Campus location

