



Charles Sturt
University

Position Description



Residence Life Support Officer

Uni Life

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|-----------------------------|---|
| Classification | Level 4 |
| Delegation Band | Delegations and Authorisations Policy (see Section 3) |
| Hours per Week | 35 |
| Special Conditions | <p>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> |
| Nature of Employment | Continuing |
| Workplace Agreement | Charles Sturt University Enterprise Agreement |
| Date Last Reviewed | June 2021 |

Uni 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

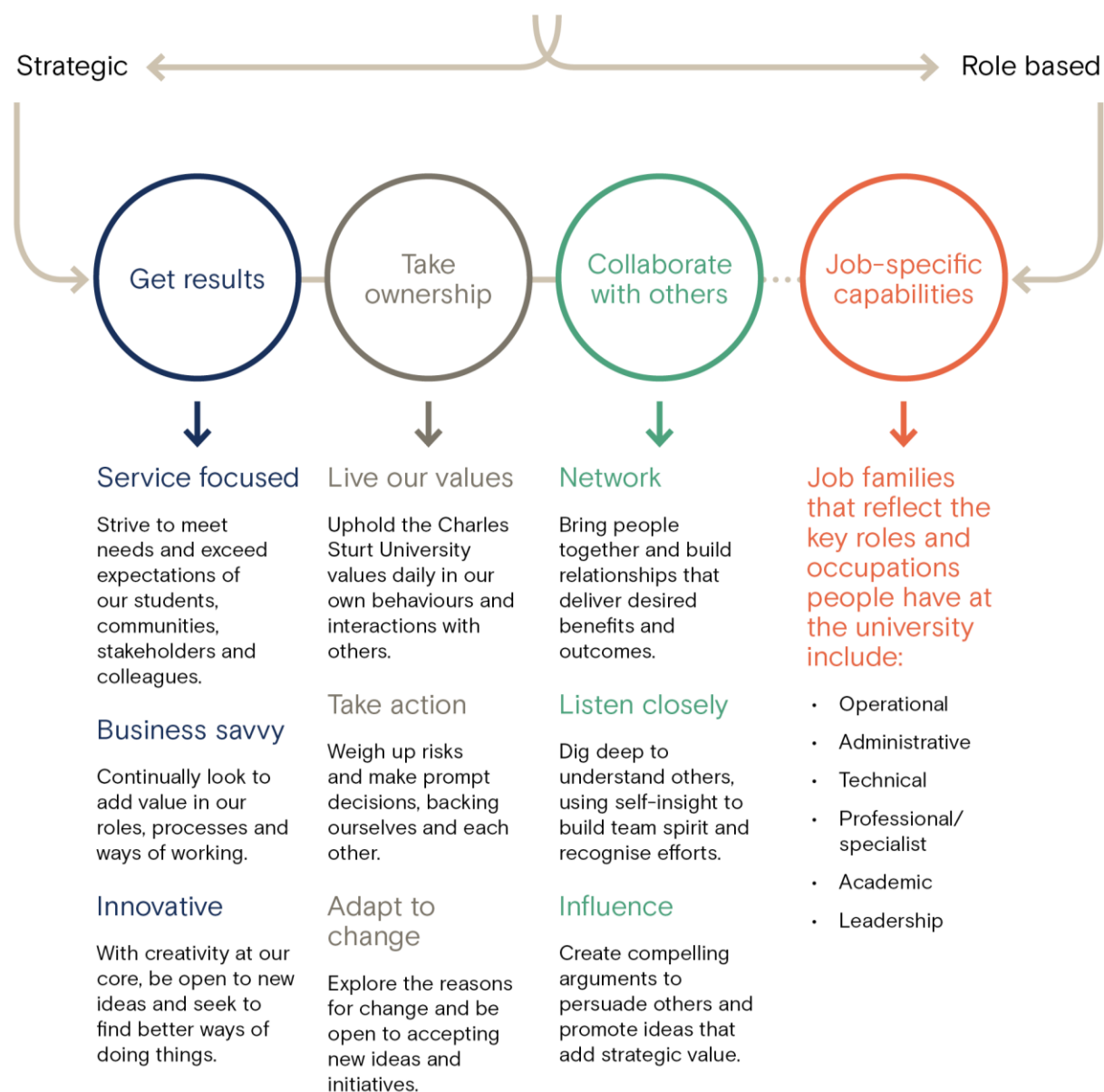
The Uni Life Unit demonstrates strong values and promotes respect and social equity which forms the basis for developing great students.



Our University Values

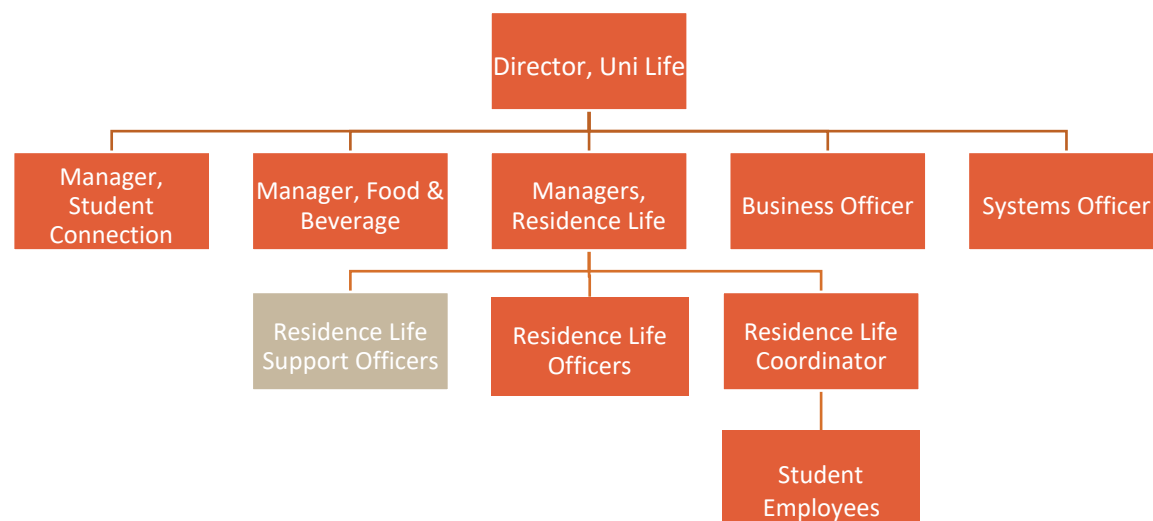


Our Capability Framework





Organisational Chart



Reporting relationship

This position reports to: Manager, Residence Life

This position supervises: N/A

Key working relationships

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

Position overview

The Residence Life Support Officer focuses on the coordination of cross-campus administrative activities and procedures, and provision of day-to-day operational support to the Residence Life team. The Residence Life 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 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 a 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

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|------------------------|---|
| Service Focused | Strive to meet needs and exceed expectations of our students, communities and colleagues (performance focus, quality outcomes, Student welfare, equity & conduct) |
| Business Savvy | Continually look to add commercial value in 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 CSU values daily in our own behaviours and interactions with others |
| Network | Bring people together and build relationships that deliver desired benefits and outcomes |
| 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 the school, such as other campuses, as well as possible car and air travel and work with a diverse range of staff, students and community members.
- On occasion drive a university vehicle distances up to 500km per day within the terms of the university's [Driving Hours Guidelines and Policy](#).
- 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 student, 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.

