

SENIOR STUDENT ACCOMMODATION ENGAGEMENT COORDINATOR

DEPARTMENT/UNIT	Monash Residential Services
FACULTY/DIVISION	Campus Community Division
CLASSIFICATION	HEW Level 7
DESIGNATED CAMPUS OR LOCATION	Clayton campus

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

The **Campus Community Division** provides a range of high quality non academic services to students and staff at Monash. These include Monash Sport, Equity and Diversity Centre, TeamMONASH, Monash Residential Services, Mental Health and Safer Community Programs, University Health Services, Student Engagement & Support services and Non Residential Colleges.

Monash Residential Services provides a range of on and off-campus accommodation options and services to students, staff, the business community and short-term visitors to Monash University. For information about the services we provide, please see our website: www.monash.edu/accommodation.

POSITION PURPOSE

The Senior Student Accommodation Engagement Coordinator acts as the expert in the conception, planning, implementation and coordination of researching and distributing key information and trends relating to Purpose Built Student Accommodation (PBSA) to internal stakeholders, developers and facility operators. Engagement and research strategies need to

reflect the current student accommodation environment, adding value to current PBSA operators and future property developments. The role is the main contact for the Monash Preferred Accommodation Provider in relation to ensuring those providers comply with the terms of any contract in place with Monash University.

The role of Senior Student Accommodation Engagement Coordinator will require regular liaison with these providers in order to maintain a positive relationship and in turn to strengthen MRS' position as a student accommodation leader as well as to utilise feedback mechanisms to promote cooperation and successful partnerships for the benefit of our student residents.

Additionally, the position assists with delivering tenancy legal information, guidance, and resources to the Monash community.

Reporting Line: The position reports to the Manager, Administration and Engagement under broad direction

Supervisory Responsibilities Not applicable

Financial Delegation: Yes, in accordance with the University delegations schedule

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Manage the high-level and effective service to clients by acting as a provider of information to PBSA Operators and property developers, develop links to inform the construction of PBSA, ensuring that practice reflects the needs relevant to the contemporary student accommodation market
2. Manage the Monash Preferred Student Accommodation Providers in relation to ensuring those providers comply with the terms of any contract in place with Monash University. Manage contract renewals and undertake contract records management, including producing reports to identify the risks associated with the vendors
3. Undertake research, data analysis and management, including producing reports and contribute to planning and preparation of position papers, briefings, presentations, policies and other written advice, to share knowledge and expertise in the area of off-campus student accommodation
4. Actively participate in, develop and implement continuous improvement activities relating to practices/protocols, quality assurance standards and customer service excellence
5. Visit purpose built student accommodation (PBSA) across multiple sites and recommend improvements.
6. Provide expert and authoritative advice, guidance and training as required to MRS staff and other university stakeholders on off-campus accommodation for Monash students
7. Contribute knowledge and expertise towards a range of processes, such as policy development, governance, management decision-making, change management, compliance, quality and performance reporting
8. Build and sustain relationships with an extensive network of colleagues, clients and external suppliers such as Preferred Student Accommodation Providers to ensure efficiency of service delivery

9. Act as an advisor to prospective students and parents, showcasing options for both on and off campus accommodation through tours, presentations, development of written collateral and website and social media content
10. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - A degree in a relevant field with subsequent relevant experience, and
 - extensive experience and specialist expertise or broad knowledge in Real Estate Management, or
 - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Excellent administration skills with strong analytical and problem-solving skills with a demonstrated capacity to develop and implement effective operational processes and systems
3. Excellent organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines
4. A strong commitment to excellence in customer service and a hands-on approach to service provision
5. Demonstrated ability to work as an effective member of a team as well as the ability to exercise high levels of independence, judgement and initiative
6. Highly-developed written and verbal communication skills, including the ability to interact with a diverse range of stakeholders and negotiate positive outcomes to complex issues
7. Highly developed computer literacy, including experience using business software such as Microsoft Office
8. Demonstrated experience in a student accommodation environment and in referring to the Residential Tenancies Act (1997) and/or demonstrated experience in interpreting similar legal material

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- A current satisfactory Working With Children Check is required
- This position will require a current and valid Driver's License

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.