

Position description

Position title:	Coordinator, Campus Life Support and Services
School/Directorate/VCO:	Campus Life
Campus:	Gippsland Campus. Travel between campuses will be required.
Classification:	Within the HEW Level 6 range
Employment mode:	Continuing appointment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Time fraction:	Full-time
Recruitment number:	849345
Further information from:	Ms Melanie Coffey Telephone: (03) 5327 9848 E-mail: m.coffey@federation.edu.au
Position description approved by:	Mr Colin Marshall Director Campus Life

This position description is agreed to by:

Employee name

Signature

Date

The University reserves the right to invite applications and to make no appointment.

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources
Document owner: Manager, HR Shared Services

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Position summary

The Campus Life Directorate encompasses residential accommodation, hospitality and conferencing, sports and recreation facilities, children's centres, and a number of other commercial and complementary services. The Directorate has a wide range of services across all campuses of Federation University Australia. The Coordinator, Campus Life Support and Services will be required to support and service a wide range of Campus Life client/customer groups, including but not limited to our students in residence, conference guests, sport and recreation users, events delegates, and other internal and external community facility users.

The Coordinator, Campus Life Support and Services is a member of the Campus Life team and will work under the broad direction of the Manager, Administration and Business and Director Campus Life to provide leadership and direction to the administration and support staff at the Gippsland campus. The Coordinator, Campus Life Support and Services will coordinate the provision and delivery of services, programs and support including, but not limited to; student support and referral, Fed Living operational administration and retail services Gippsland Fed Living Residences and Fed Store to ensure a high standard of service delivery.

The Coordinator, Campus Life Support and Services will be required to work outside of normal office hours, including weekends and public holidays. Travel between campuses may be required at times.

Key responsibilities

1. Provide support and direction to Campus Life administration and support staff and coordinate the day-to-day operations of a number of additional casual staff members, including setting and monitoring of operational deadlines and work goals.
2. Work closely with Campus Life Management team in developing, implementing and monitoring processes to ensure operational and operational efficiencies that contribute to sustainability and growth.
3. Supervise the workflow of the Fed Store and Fed Living operations at the Gippsland Campus to ensure that effective and efficient outcomes are achieved by planning, coordinating and monitoring the administrative and operational requirements in order to meet all the business and internal deadlines for the wider variety of customers across our operations.
4. Lead, manage and support the administration and support staff at the Gippsland Campus in providing and sustaining an appropriate safe living and learning environment for residential students and other clients.
5. Ensure the effective delivery of Campus Life administration and operational activities by setting directions and timelines, On-boarding and training a team of staff, and implementing University and Directorate policies and procedures in consultation with the Manager Administration and Business.
6. Contribute to the effective and efficient operations of Campus Life by working collaboratively with the Manager, Administration and Business in the implementation, communication and training of any changes within the immediate work group and, where relevant, the wider Directorate.

7. Represent Campus Life at local campus meetings for organisational purposes for activity including Open Day, Student Transition, O-week and other events as required.
8. Coordinate the running of the Campus Life Service Centre by assisting with enquiries and ensuring the service is appropriately staffed during its hours of operation.
9. Supervise and provide guidance to Fed Living support volunteers and other casual staff by implementing social and other support programs.
10. Provide and sustain an appropriate living and learning environment for the students residing within the residences. This includes ensuring implementation of policies and procedures in regard to residential requirements and making regular contact with the students and the broader Residential support team.
11. Provide one-to-one meetings with residents regarding personal issues or problems and make appropriate referrals to University support services if required exercising a high level of confidentiality at all times.
12. Reflect and embed the University's strategic purpose, priorities and goals when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.
13. Undertake the responsibilities of the position adhering to:
 - The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - The requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OH&S) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Coordinator, Campus Life Support and Services reports to and receives broad direction from the Manager, Administration and Business with Director, Campus Life as required, and supervises the work of the administration and support team at Gippsland including a number of casual staff. Working independently, and in collaboration with other external liaison University staff, the Coordinator, Campus Life Support and Services is responsible for the delivery of high quality service delivery across Campus Life operations which result in customer and client satisfaction and increased student and client numbers across our services.

Training and qualifications

Completion of a degree with subsequent relevant experience; or extensive experience and specialist expertise or broad knowledge in technical or administrative fields; or an equivalent combination of relevant experience and/or education/training.

All University positions delivering education and/or services to children (a child for this purpose is considered to be someone below the age of 18 years) must hold a valid Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

Position/Organisational relationships

The Coordinator, Campus Life Support and Services works under the broad direction of the Manager, Administration and Business while also working closely with the Manager, Operations and Business Development and Director, Campus Life and liaising with staff across the entire Campus Life functions as well as staff across the University and in particular the Student Support and Services portfolio. The incumbent will also be required to liaise with external organisations, including but not limited to the conference and events groups, students and their families, and commercial users.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following Key Selection Criteria:

1. Completion of a degree with subsequent relevant experience; or extensive experience and specialist expertise or broad knowledge in residential/administrative/client services fields; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated experience in supervising and supporting a team to achieve business objectives in a diverse environment.
3. Demonstrated experience in delivering client/customer services and support across a range of stakeholders in line with business objectives.
4. Demonstrated experience in problem solving and decision-making within a diverse client service environment.
5. Demonstrated capacity to implement, monitor and evaluate changes in systems and processes.
6. Demonstrated written and verbal communication skills, including experience in liaising in with client groups in a service environment.
7. Capacity to work flexibly outside of normal office hours, including weekends and public holidays, in response to operational needs.
8. Demonstrated experience in leading the development and implementation of a range of programs, activities and initiatives to support student pastoral care, welfare and academic success.
9. Demonstrated working knowledge and application of the Child Safety Standards.
10. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.