

RESIDENTIAL LIFE COORDINATOR

DEPARTMENT/UNIT	Monash Residential Services
FACULTY/DIVISION	Office of the Deputy Vice Chancellor (Student Experience) and Senior Vice- President
CLASSIFICATION	HEW Level 6
DESIGNATED CAMPUS OR LOCATION	Clayton and Peninsula campus

ORGANISATIONAL CONTEXT

At [Monash](#), work feels different. There's a sense of belonging, from contributing to something groundbreaking – a place where great things happen. You know you're part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver ground-breaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the [challenges](#) of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and [diversity](#). When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an [inclusive workplace culture](#) for our staff regardless of ethnicity or cultural background. We have also worked to improve [gender equality](#) for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – [#ChangeIt](#) with us.

The **Campus Community Division** provides a range of high-quality non-academic services to students and staff at Monash. These include Monash Sport, Monash Residential Services, Mental Health and Safer Community Programs and Disability Support Services.

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 Residential Life Coordinator supports the strategic and operational objectives of Monash Residential Services (MRS) which includes undertaking relevant projects, events, campaigns, leadership development programs and online initiatives as measures to build a strong residential community. Working closely with the wider Residential Support team and various University stakeholders, the Coordinator will be key to implementing and ensuring the success of programs occurring within a residential community (i.e. a hall of residence and/or an accommodation complex which may be made up of a number of units, flats and houses).

The Residential Life Coordinator operates with empathy and professionalism to support the delivery of an exceptional residential experience through the provision of excellent customer service, advice, guidance and support to students residing on campus.

Reporting Line: The position reports to the Senior Residential Life Coordinator under general direction

Supervisory Responsibilities: This position will not have direct staff report and will be providing guidance and support to up to 50 student volunteers

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Assist in the planning and implementation of a range of complex administrative tasks to support the successful delivery of Monash Residential Services events
2. Provide a range of support services including: escalating safety and emergency incidents, assisting with project scoping and identifying deliverables, monitoring and reporting on project progress, developing and collating documents, ensuring alignment with the agreed standards and timeframes
3. Support events relevant to the wider MRS initiatives, including Orientation, themed events, regional day trips, Open Day, resident move-in day and other ad-hoc programs
4. Build and sustain effective working relationships with an extensive network of internal and external contacts to support program objectives
5. Undertake the collection, input and analysis of relevant data and develop reports that assess the reach and impact of the events and activities delivered by Monash Residential Services including ensuring effective security, storage and distribution of data, records and reports
6. Maintain effective budget and risk manage events and projects as needed, including tracking event and program expenditures throughout the year to ensure that events are completed on schedule and within budget.
7. Actively participate in continuous improvement activities to enhance the efficiency and effectiveness relevant administration, processes and systems
8. Support the recruitment and training of volunteer student resident leaders, to support events in collaboration with Monash Residential Services staff
9. Develop a range of online promotional tools that aim to ensure high levels of engagement in the residential community events and initiatives
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 with building community engagement, events, etc; or
 - extensive experience in a tertiary residential support environment; or
 - an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. Substantial experience in the development and delivery of innovative events, including end-to-end project coordination and provision of expert advice with a focus on customer service excellence
3. Excellent administration skills with the ability to support work through to completion in accordance with agreed standards and timeframes
4. High-level organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines along with strong reporting and analytical skills for data collected.
5. Highly-developed interpersonal and communication skills, including experience in developing professional documentation for various audiences and maintaining effective working relationships.
6. Demonstrated experience in developing and mentoring young adults in a University or similar residential environment with an aptitude to establish strong rapport with people from all cultures, faiths and beliefs
7. Demonstrated experience in designing and managing creative content and engagement activities, across digital channels.
8. Demonstrated ability to problem-solve, as well as the ability to work with high levels of independence, judgment and initiative
9. Advanced computer literacy with the ability to use project management software

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
- You will be required to work out of hours, including afternoons and weekends, in accordance with a rotational roster
- The position requires the incumbent to hold (or be willing to obtain) a CPR and First Aid Level 2 qualification and undertake associated responsibilities

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.