Position Description

Position title | Summer Assistant | Kaiāwhina Raumati
---|---|---
Department/School | Accommodation | Ngā Wharenoho
Faculty/Division | Campus Life
Reports to (Title) | Resident Manager | Poutaki Wharenoho
Direct reports | Nil
Children’s Worker (Vulnerable Children Act 2014) | Core

The University of Auckland as an employer

An inspiring place where, every day, exceptional people directly contribute to shaping lives and society.

DIFFERENTIATORS

What we have:
- Reputation, prestige and global reach.
- Stimulating environment.
- Opportunities for personal and professional growth.

What we offer:
- Leadership opportunities for students.
- Career development opportunities.
- Personal and professional development programs.

How we do it:
- Empowerment and support for students.
- Recognition of student achievements.

Who we are:
- Innovative, learning-focused environment.
- Inclusive, supportive and respectful culture.

Why we do it:
- Supporting students to grow and thrive.
- Contributing to the success of students.

PILLARS

Personal growth and collaboration.
- A supportive and collaborative environment.
- Opportunities for personal and professional growth.

An inspiring environment that challenges students to excel.
- A stimulating and challenging environment.
- Opportunities for personal and professional growth.

An organisation where we inspire each other to contribute.
- A collaborative and supportive environment.
- Opportunities for personal and professional growth.

VALUES

Excellence
Respect
Service

ABOUT CAMPUS LIFE

Campus Life’s mission is to create a supportive, vibrant and engaging campus experience. To achieve this, Campus Life has a number of strategic objectives to provide high quality well-being and engagement services.

ABOUT ACCOMMODATION | NGĀ WHARENOHO

Accommodation provides a safe, secure and supportive home for students to live and learn while attending the University. The primary role is to provide an environment that supports the emotional, physical, and academic well-being of students in the Halls and Residences. During the summer period our Accommodation hosts a number of summer stays (typically tertiary students in school/internships), conference guests and groups and aim to deliver a professional summer service to these stakeholders.
## MAIN PURPOSE OF THE POSITION

Summer Assistants work closely with our Accommodation management teams to provide a high level of customer service to our summer guests, to offer administrative and operational support to our teams, and to assist in after hour duties. Summer Assistants are required to be on call after hours to respond to needs of guests and residents. This is a live-in role, Summer Assistants are required to reside in the accommodation assigned to them and to be on-call after hours to respond to the needs of guests and residents.

## WHAT YOU ARE EXPECTED TO DELIVER

| RESIDENT/GUEST WELFARE AND ADVISORY SERVICES | • Role model appropriate communal living  
• Be a friendly and approachable point of contact for individuals during the course of their residency  
• Ensure appropriate behaviour by residents  
• Advise the Accommodation Management team of any illness, emotional distress or out of the ordinary behaviour  
• Advise the Accommodation Management team of any incidents of damage to University property by an individual or group of residents or guests  
• Carry out other tasks as directed by the Accommodation Management team |
| OPERATIONAL AND FACILITIES SUPPORT | • Provide front desk, check in, check out and guest services  
• Dispense keys where appropriate  
• Answer telephone calls and assist in enquiries  
• Support the Accommodation team in preparing for guest needs  
• Record any incidents or requirements for action by the Accommodation Management team in the on-site incident register  
• Advise the Accommodation Management team, via the maintenance register, of any required maintenance work  
• Ensure appropriate egress reports are completed and recorded  
• Dispense bedding and linen packages, kitchen and dining packages and/or appliance packages.  
• Complete a full inventory and conditions check of accommodation flats, bedrooms and common areas |
| SUMMER STAY AND CONFERENCING GUEST SERVICES | • While on duty act as the first point of contact, for guests and summer stay residents  
• Maintain a professional, friendly, welcoming environment conducive to a positive experience for conferences guests and summer stay residents  
• Provide advice on Auckland’s transportation, activities, attractions, events and general living to guests and residents  
• Contribute to achieving a high level of customer satisfaction and provide feedback regarding practicalities of booking procedures, frequently asked questions, issues, ideas for marketing, referrals etc. |
| HEALTH AND SAFETY | • Assist the Accommodation Management team in ensuring the overall efficient and safe operation of the properties with appropriate concern for resident welfare.  
• Promote, implement and abide by the responsibilities as outlined in the health and safety policies and procedures.  
• Undertake training in fire and emergency evacuation procedures, participate in drills.  
• Attend to any serious emergency and manage emergency evacuation procedures as required.  
• Record any incidents, or requirements for action in the duty log.  
• Ensure serious harm incidents related to work area responsibilities are reported. |
| EQUITY DEVELOPMENT | • Have an understanding and awareness of the University’s obligations under the Treaty of Waitangi and the Equity Policy. |
**KNOWLEDGE, SKILLS, EXPERIENCE AND CAPABILITIES**

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential:</th>
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<tbody>
<tr>
<td></td>
<td>• Minimum of one year of tertiary study completed</td>
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**Experience**

<table>
<thead>
<tr>
<th>Essential:</th>
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<tbody>
<tr>
<td>• Knowledge of student accommodation</td>
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**Skills and Knowledge**

<table>
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<tr>
<th>Essential:</th>
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<tbody>
<tr>
<td>• Beginners experience with Microsoft Office products</td>
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<table>
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<tr>
<th>Preferred:</th>
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<tr>
<td>• Full and clean NZ Driver’s license</td>
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**Attributes**

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<th>Essential:</th>
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<td>• Ability to self-manage, meet deadlines and work independently</td>
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<tr>
<td>• Ability to work with people from a wide range of backgrounds</td>
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<td>• Problem solving skills and creative thinking</td>
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<td>• Customer care experience</td>
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**Leadership Capabilities**

Candidates who successfully reach the final stages of the selection process for this role will be required to undergo a police vetting section 7 background check. A satisfactory report from the relevant agency is a condition of employment.

The five leadership dimensions and associated capabilities (5D Leadership) reflect and encourage a culture of distributed leadership for all staff. The Leadership Framework is an important part of how we attract, select, develop and enable staff achievement.

**KEY RELATIONSHIPS**

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<th>Internal:</th>
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<tr>
<td>• Summer Stays guests &amp; residents</td>
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<td>• Accommodation staff</td>
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<td>• Commercial Services</td>
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<tr>
<td>• Property Services</td>
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<td>• Other Campus Life staff</td>
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<td>• Other University student support services</td>
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<table>
<thead>
<tr>
<th>External:</th>
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<tbody>
<tr>
<td>• Facility Management Teams</td>
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<tr>
<td>• Contractors and vendors</td>
</tr>
<tr>
<td>• Conference coordinators and booking agents</td>
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</table>

**DELEGATED AUTHORITY**

**Human Resources**

No formal responsibility for staff.

**HEALTH AND SAFETY**

All staff have a responsibility for their own health and safety, and that of others who may be affected by their work and their acts or omissions.

Staff will:

- Ask for assistance if they are unsure what to do
- Make themselves aware of and follow the contents of the University’s Health and Safety Policy, standards and guidelines
- Undertake all health and safety training and induction, as required
- Report any unsafe or unhealthy working conditions or any faults in equipment to the Academic Heads or Directors of Service (or their delegated nominee)
- Ensure that all appropriate personal protective equipment is worn or used as required
- Familiarise themselves with and adhere to local emergency procedures and how to provide appropriate assistance to others

**FINANCIAL RESPONSIBILITY**

Budget Expenditure
- No authority to commit to expenditure.

**Purchase Orders**
- No authority to approve or issue purchase orders.

**Purchase Card (P-Card)**
- No authority to use a Purchase Card (P-Card)

**Correspondence**
- No authority to sign external correspondence
## TABLE ONE: 5D LEADERSHIP CAPABILITIES
These capabilities are for Professional Staff

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Capabilities</th>
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<tbody>
<tr>
<td><strong>Exhibiting Personal Leadership</strong></td>
<td><strong>Personal Attributes</strong>: Displays integrity, professionalism, adaptability and courage, accurately perceiving and interpreting own and others’ emotions and behaviours in the context of the situation to effectively manage own responses, reactions and relationships.</td>
</tr>
<tr>
<td><strong>Setting Direction</strong></td>
<td><strong>University Awareness</strong>: Displays an understanding of the international and commercial context in which the University operates and how the University works to successfully achieve results.</td>
</tr>
<tr>
<td><strong>Innovating and Engaging</strong></td>
<td><strong>Planning &amp; Organising</strong>: Establishes courses of action for self/and others to ensure that work is completed efficiently, while building/contributing to a successful work/project/research team.</td>
</tr>
<tr>
<td><strong>Enabling People</strong></td>
<td><strong>Stakeholder Service</strong>: Ensures that the service provided to stakeholders is a driving force behind decisions and activities; crafts and/or implements service practices that meet the needs of stakeholders (including students and staff) and the University, including a safe and healthy environment.</td>
</tr>
<tr>
<td><strong>Achieving Results</strong></td>
<td><strong>Decision Making</strong>: Identifies and understands issues, problems, and opportunities; compares data from different sources to draw conclusions and uses effective approaches for choosing a course of action or developing appropriate solutions; takes action that is consistent with available facts, constraints, and probable consequences.</td>
</tr>
</tbody>
</table>

### Personal Attributes:
- Displays integrity, professionalism, adaptability and courage, accurately perceiving and interpreting own and others’ emotions and behaviours in the context of the situation to effectively manage own responses, reactions and relationships.

### University Awareness:
- Displays an understanding of the international and commercial context in which the University operates and how the University works to successfully achieve results.

### Stakeholder Service:
- Ensures that the service provided to stakeholders is a driving force behind decisions and activities; crafts and/or implements service practices that meet the needs of stakeholders (including students and staff) and the University, including a safe and healthy environment.

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### Setting Direction:
- **Mana Tohu**: Establishing and committing to plans and activities that will deliver the University’s strategy.

### Planning & Organising:
- **Establishes courses of action for self/and others to ensure that work is completed efficiently, while building/contributing to a successful work/project/research team.**

### Stakeholder Service:
- **Ensures that the service provided to stakeholders is a driving force behind decisions and activities; crafts and/or implements service practices that meet the needs of stakeholders (including students and staff) and the University, including a safe and healthy environment.**

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### Innovating and Engaging:
- **Whakamatāra**: Identifying, creating and responding to relationships and opportunities to improve and progress the University.

### Facilitating Change & Innovation:
- **Facilitates and supports University changes needed to adapt to changing external/market demands, technology, and internal initiatives; initiates new approaches to improve results by transforming University/community culture, systems, or programmes/services.**

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### Enabling People:
- **Hāpai**: Developing self, others and teams so they can realise the University’s strategy and values.

### Coaching and Developing Others:
- **Provides feedback, instruction, and development guidance to help others (individuals and teams) excel in their current or future responsibilities; plans and supports the development of individual/team skills and abilities.**

### Leading Teams:
- **Uses appropriate methods and interpersonal styles to develop, coach, motivate, and guide the work/project/research team to attain successful outcomes and objectives.**

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### Achieving Results:
- **Whai hua**: Accepting accountability for making decisions and taking action to deliver the University’s strategy and deliver excellent results.

### Decision Making:
- **Identifies and understands issues, problems, and opportunities; compares data from different sources to draw conclusions and uses effective approaches for choosing a course of action or developing appropriate solutions; takes action that is consistent with available facts, constraints, and probable consequences.**

### Delivering Results:
- **Sets high objectives for personal/group accomplishment; uses measurement methods to monitor progress toward goals; tenaciously works to meet or exceed goals managing resources responsibly; seeks continuous improvements.**