



HEAD, Roseworthy Residential College POSITION DESCRIPTION

INSTRUCTIONS: Press the tab key to move through the grey areas and type your information. This form is to be used to outline the duties for a professional staff position, based on the Classification Standards Policy (Professional Staff).

Position Title:	Head, Roseworthy Residential College	Position Number:		Faculty/Division: Deputy Vice Chancellor & Vice President (Academic)
Classification:	HEO9	No. Direct Reports	4	School/Branch: Student Support Services
FTE: 1.0	Reports to: Associate Director, Accommodation Services	Fixed <input type="checkbox"/>	Continuing <input checked="" type="checkbox"/>	Discipline/Unit: Accommodation Service
Position Summary:	<p>The Roseworthy Residential College is the sole provider of residential accommodation for students of the University of Adelaide at the Roseworthy Campus.</p> <p>The role of Head, Roseworthy Residential College (RRC) is to ensure that a consistently high standard of accommodation is provided to students, staff, visiting academics and other visitors and a consistently high quality of support services is delivered to both students in residence and the broader campus community.</p> <p>The Head RRC will live on or very close to campus and has the responsibility of providing a safe and enjoyable learning and residential environment which is conducive to the pursuit of academic success.</p> <p>This role will provide daily supervision and coordination of the Student Services team at Roseworthy Campus, which includes the RRC team, the Student Centre and Student Administrative functions (including cash handling) and the Roseworthy Student Advisor.</p>			
Position Characteristics:	Scope	<p>Working under broad direction, the Head RRC provides leadership to student services staff in the ongoing development and provision of services to students. The Head is also responsible for ensuring occupancy and financial targets for the RRC are met. As the Roseworthy campus grows, the Head will drive new projects necessary to meet the changing needs of the student community.</p>		
	Significant internal/external relationships	<ul style="list-style-type: none"> ▪ Students ▪ Faculties, Schools and Departments ▪ Associate Director, Accommodation Services ▪ Student Service Managers and Directors ▪ International Office, PCE, Wilto Yerlo ▪ Central University Services – ITS, Property, Security, Finance ▪ Student Support Services staff. ▪ Families of students ▪ Campus partners 		



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<p>Key Responsibilities and Outcomes</p> <p>Describe the key responsibilities and outcomes required for the role in the normal course of work</p>	<p>1</p> <p>Accommodation Service</p>	<ul style="list-style-type: none"> ▪ Lead a service orientated, student focussed, relevant and effective RRC team. ▪ Implement and maintain the Accommodation Service operational policies and procedures. ▪ Oversee the accuracy of tenancy records, including data contained in the specialist property management system. ▪ Take responsibility for the ongoing training and review of the RRC emergency evacuation procedures for staff and residents. ▪ Oversee and monitor adherence to the rules of conduct outlined in the Residents Handbook. ▪ Provide support and advice to residents when required. ▪ Provide the Associate Director with regular updates in regards to the operation of the RRC.
<p>2</p> <p>Student Support Services</p>		<ul style="list-style-type: none"> ▪ Provide daily supervision and coordination of the Student Services team at Roseworthy Campus, which includes the RRC team, the Student Centre and Student Administrative functions (including cash handling) and the Roseworthy Student Advisor. Liaise with other faculties, units and stakeholders on campus on behalf of RRC and Student Services. ▪ Ensure line managers (North Terrace based) who are responsible for the specialist service provision of the Roseworthy Student Services team are kept involved and updated on relevant Roseworthy Campus issues.
<p>3</p> <p>People Management</p>		<ul style="list-style-type: none"> ▪ Effectively manage all staffing matters relating to the Roseworthy Campus Student Services team. ▪ Ensure effective people management of direct reports to ensure the RRC and Student Services on Roseworthy Campus deliver effective and efficient service on a daily basis. ▪ Oversee the implementation of the Accommodation Service's operational policies and procedures and ensure all RRC staff are provided with clear direction and appropriate training. ▪ Oversee the Senior Residents program including selection, training and monitoring the performance of senior residents.



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4	Financial management	<ul style="list-style-type: none"> ▪ Ensure the RRC annual occupancy and financial targets are met as defined by the financial budget. ▪ Liaise directly with the Associate Director, Accommodation Services to address any financial related discrepancies or general accounting matters (including debtors) as required.
5	Pastoral care services	<ul style="list-style-type: none"> ▪ Coordinate the academic support and pastoral care services delivered to the Roseworthy student community, to maintain their safety, health and well being and continue to foster a strong sense of community. ▪ Take responsibility for establishing collegiality and support networks amongst the student community with particular attention to the international student cohort. ▪ Oversee the senior residents program. Assess and select suitable applicants, deliver effective orientation and training programs and monitor the group's effectiveness and performance through regular meetings during the course of the year. ▪ Be accessible to the senior residents, 24 hours 7 days per week, to manage difficult student issues or critical incidents when required.
6	Marketing activities	<ul style="list-style-type: none"> ▪ Represent the RRC at formal College events. ▪ Represent the RRC at meetings and liaise with the College Alumni. ▪ Maintain and promote the strong tradition and history of the College amongst the residential community.
Capabilities and Behaviours		<p style="text-align: center;">Leadership</p> <ul style="list-style-type: none"> ▪ Leads by collaboration and facilitates leadership in own areas of responsibility. ▪ Motivates and coaches team to high performance ▪ Utilises a range of leadership styles ▪ Recognises critical issues for the organisation and seeks to address these. ▪ Inspires a sense of purpose and direction.
Criteria		<p style="text-align: center;">Communication</p> <ul style="list-style-type: none"> ▪ Creates comprehensive reports or other documents to communicate ideas or concepts related to complex or sensitive issues. ▪ Presents information persuasively, with skill and power, seeking to influence an audience of critical importance to the University, profession or discipline. ▪ Uses political astuteness to negotiate and reach agreement at a senior level of complex issues.

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Managing People	<ul style="list-style-type: none"> ▪ Practices sound and timely decision making, considering available information. ▪ Empowers others, establishing clear responsibilities and accountabilities and equally valuing all team members. ▪ Challenges performance gaps across multiple levels and provides constructive feedback and coaching. ▪ Celebrates success achieved in all areas of the business.
Relationship building	<ul style="list-style-type: none"> ▪ Develops and utilises networks at a strategic level. ▪ Fosters a culture of openness and flexibility. ▪ Understands when and how to use personal power and relational power underpinned by integrity to influence outcomes. ▪ Seeks to understand the motivations and positions of key stakeholders to identify and build common points of interest.
Service Focus	<ul style="list-style-type: none"> ▪ Manages operations with a continual focus on the impact of decisions and actions on clients. ▪ Manages complex client relationships. ▪ Sets and tracks measures of client satisfaction to continually improve service provision. ▪ Demonstrates and promotes a quality service culture by consulting and involving clients, colleagues and stakeholders.
Strategic Thinking	<ul style="list-style-type: none"> ▪ Anticipates situations in the longer term (3-5 years) and acts to create strategic opportunities and address underlying problems. ▪ Maintains a clear sense of strategic direction within the international, national and state contexts. ▪ Makes sound strategic decisions on the investment of time and money to maximise return on investment for the University.



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	<p>Teamwork</p> <ul style="list-style-type: none"> ▪ Involves all team members in planning and setting clear goals and standards. ▪ Develops team culture where individual members are valued and recognised for their diverse skills sets. ▪ Provides feedback to team members on their performance and develops action plans to develop performance. ▪ Keep team members informed of relevant issues impacting on them or their work.. <p>Flexibility and Adaptability</p> <ul style="list-style-type: none"> ▪ Provides open leadership and effective communication during change. ▪ Builds and supports team resilience in changing times. ▪ Demonstrates willingness to modify a strongly held position in the face of new information. ▪ Builds a culture of continuous improvement within teams.
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> ▪ Previous management experience. ▪ Demonstrated commitment to a customer service culture. ▪ Demonstrated experience in providing sound strategic advice including the preparation of reports and briefing papers to senior management. ▪ The ability to network with internal stakeholders and build strategic relationships. ▪ A strong working knowledge of the Microsoft Office Suite.
<p>Qualifications</p>	<ul style="list-style-type: none"> ▪ A tertiary qualification in a relevant field.
<p>Occupational Health, Safety and Welfare Requirements</p>	<ul style="list-style-type: none"> • All Supervising staff are required to implement and maintain the University's OH&S Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards. • All other staff will assist the Head of School/Branch to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision. Staff will also inform the Head of School/Branch of any unsafe working practices or hazardous working conditions.
<p>University Expectations</p>	<p>All staff are expected to:</p> <ul style="list-style-type: none"> • Contribute to the efficient and effective functioning of their team or work unit in order to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisors; • Participate in the Performance Development Review Process which includes a regular review of their performance against the responsibilities an performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to the University's values and strategic directions; • Perform their responsibilities in a manner which reflects and responds to continuous improvement; and • Familiarise themselves and comply with the University's Occupational Health and Safety, Equity and Diversity and other relevant.



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University Policies and procedures.