

Position Description



Position title Te Tūranga	Summer Assistant Kaiāwhina Raumati
Department/School Tari/Kura	Accommodation Ngā Wharenoho
Faculty/Division Kāpeka/Rōpū	Campus Life
Reports to (Title) Ripoatatia ki	Resident Manager Poutaki Wharenoho
Direct reports Ngā Ripoata	Nil
Children's Worker Kaimahi Tamariki (Children's Act 2014)	Core

THE UNIVERSITY OF AUCKLAND | WAIPAPA TAUMATA RAU AS AN EMPLOYER

Our Purpose | Tō Mātou Pūtake Nui

We create globally transformative impacts through our distinctive strengths in world-leading research, scholarship, teaching and collaborative partnerships, inspired by our unique position in Aotearoa New Zealand and the Asia-Pacific.

Our Values | Ō Mātou Uara

Our values are lived through our behaviours and actions, with strong and enduring commitments to open intellectual inquiry, collaboration, creativity, and equity and diversity.

RESPECT AND INTEGRITY**EXCELLENCE****SERVICE**

Our Te Ao Māori Principles | Mātou Mātāpono I Te Ao Māori Mahi

Our fundamental principles reflect our foundational relationship with tangata whenua and our commitment to Te Tiriti o Waitangi.

MANAAKITANGA

Caring for those around us in the way we relate to each other.

WHANAUNGATANGA

Recognising the importance of kinship and lasting relationships.

KAITIAKITANGA

Valuing stewardship and guardianship and our relationship with the natural world.

Read more about our purpose, vision and values in [Taumata Teitei – Vision 2030 and Strategic Plan 2025](#)

ABOUT ACCOMMODATION | MŌ TE 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 | PŪTAKE MATUA O TE TŪRANGA

Summer Assistants work closely with our Accommodation management teams to support the delivery of a positive and inclusive residential experience for both students remaining in accommodation and guests staying with us over summer.

*The University of Auckland, Waipapa Taumata Rau is committed to the **revitalisation of our indigenous language Te Reo Māori**. You will see Te Reo Māori headings and text used in a variety of documents including this. Candidates are not expected to bring this knowledge. Staff are supported in their learning at all levels.*

Summer Assistants role-model high level of customer service to our summer guests, offer administrative and operational support to our teams, and assist in evening duties to respond to needs of guests and residents.

Summer Assistants also offer peer support and role-modelling to students living on campus outside of the academic term. To achieve this Summer Assistants will support our Accommodation teams in providing strong engagement opportunities and personal support information.

This is a live-in role, Summer Assistants are required to reside in the accommodation assigned to them, to be part of our residential experience.

WHAT YOU ARE EXPECTED TO DELIVER | NGĀ WHĀINGA O TE TŪRANGA

RESIDENT/GUEST WELFARE AND ADVISORY SERVICES	• Role model appropriate communal living. • Engage proactively with residents to develop and to maintain a supportive, caring environment. • Be a friendly and approachable point of contact for individuals during the course of their residency. • Be fluent with and embody the Residential Rules and University Code of Conduct. • Ensure appropriate behaviour by residents. • Uphold Accommodation Customer Care principals to maintain a professional, friendly, welcoming environment conducive to a positive experience for residents. • Advise the Accommodation Management team of any illness, emotional distress or out of the ordinary behaviour, individual resident or communal concerns. • Advise the Accommodation Management team of any incidents of damage to University property by an individual or group of residents or guests. • Adhere to emergency protocol when responding to crisis management situations; apply first aid treatment, as needed. • Help students utilise academic services and resources. • Carry out other tasks as directed by the Accommodation Management team. • Liaise with University Security or relevant services to ensure Accommodation is safe and secure.
OPERATIONAL, ADMINISTRATIVE 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. • Support the proactive monitoring of students in accordance with the Roll Call Operating Procedural Manual • Ensure residents are marked off on RCI/Roll Call weekly. • Support and adhere to Accommodation and University of Auckland policies, regulations, and procedures. • 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.

COMMUNITY DEVELOPMENT	• Encourage the development of an environment that is inclusive of diverse backgrounds and experiences. • Maintain a profile through intentional interactions with residents individually and as a community; be approachable and responsive • Assist residents in establishing and upholding community standards. • Role model appropriate communal living behaviour. • Respond to and report inappropriate behaviour. • Assist with conflict resolution between residents. • Attend and support activities and events. • Provide advice on Auckland's transportation, activities, attractions, events and general living to guests and residents
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.
Te Tiriti o Waitangi	• Actively protect, participate and promote the University's commitment to Te Tiriti o Waitangi, to achieve equity outcomes for staff and students in a safe, inclusive and equitable environment.
Equity Mana Taurite	• Demonstrate equity behaviours and values aligned to the University Leadership Capabilities framework in all your day to day interactions with the team, stakeholders and the University. • Ensure equity in employment and education for Māori, Pacific, women, LGBTQITakatāpui+, people with disabilities, those parenting and other equity groups www.equity.auckland.ac.nz.

KNOWLEDGE, SKILLS, EXPERIENCE AND CAPABILITIES | NGA PŪKENGĀ MOTUHAKĒ

Requirements outlined below refer to the expectations of an appointee in the "target range" for this role. When recruiting, a candidate may be considered for appointment in the "developing range" if they meet some of the requirements, but not others. We are thus open to considering applicants who do not meet all of these requirements.

Qualifications Tohu mātauranga	Essential: • Minimum of one year of tertiary study completed
Experience Ngā Wheako	Essential: • Knowledge of student accommodation
Skills and Knowledge Pūkenga me ngā Mōhiotanga	Essential: • Beginners experience with Microsoft Office products • Ability to self-manage, meet deadlines and work independently • Ability to work with people from a wide range of backgrounds • Problem solving skills and creative thinking • Customer care experience Preferred: • Full and clean NZ Driver's license

Leadership Capabilities Pūkenga Hautūtanga	Essential: <i>Refer to the 5D Leadership Capabilities</i>
The five leadership dimensions and associated capabilities (5D Leadership Capabilities) 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. For the annual Professional Staff performance and development planning and review process (TUPU), you and your manager will choose the appropriate capabilities as outlined in the TUPU Process.	

KEY RELATIONSHIPS NGĀ WHANAUNGATANGA MATUA	
Internal: • Summer Stays guests & residents • Accommodation staff • Commercial Services • Property Services • Other Campus Life staff • Other University student support services	External: • Resident Whānau • Facility Management Teams • Contractors and vendors • Conference coordinators and booking agents

DELEGATED AUTHORITY TUKU MANA
Human Resources No formal responsibility for staff.

SUSTAINABILITY AND ENVIRONMENT TE TOITŪTANGA ME TE TAIAO
Staff must accept responsibility for and contribute towards implementing the University's commitment to sustainability as defined in our Sustainability Policy and the ongoing improvement of our environmental performance, as identified in our policy and Taumata Teitei – Vision 2030 and Strategic Plan 2025. This includes: • Undertaking professional activities in ways that serve to reduce the consumption of energy, water and material resources, and to minimise our wastes and emissions. • Considering and applying the Principles in the University's Sustainability Policy within the context of this position description and encouraging others to do the same. • Building on existing activities and applying a continuous improvement approach to identify, initiate and participate in new ones.

HEALTH AND SAFETY HAUORA ME TE HAUMARU
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 | PŪTEA HAEPAPA MATUA

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 (except Senior Leaders) and

Academic Staff: Lecturer, Research Fellow, Senior Research Fellow, Professional Teaching Fellow and Senior Tutor

Dimension	Capabilities
 Exhibiting Personal Leadership Rangatiratanga Role modelling leadership behaviours to engage others and support the University's values and aspirations.	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. Interpersonal Effectiveness: Communicates with clarity, using constructive interpersonal behaviours and interactions to influence others, resolves conflict and inspires cooperation and achievement.
 Setting Direction Mana Tohu Establishing and committing to plans and activities that will deliver the University's strategy.	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. 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.
 Innovating and Engaging Whakamatāra Identifying, creating and responding to relationships and opportunities to improve and progress the University.	Relationship Building: Establishes and maintains effective working relationships with stakeholders inside and outside the University, using an appropriate interpersonal style to advance the University's objectives. 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.
 Enabling People Hāpai Developing self, others and teams so they can realise the University's strategy and values.	Scholarship / Professional Development: Engages in discovering, integrating, applying and disseminating the knowledge and professional skills necessary to be successful in current and future roles; promotes collegiality and actively pursues development experiences to improve personal impact and that of the University. Valuing Equity: Works effectively to support the University's commitment to Māori, Te Tiriti o Waitangi and equity, and values the capabilities and insights of individuals (both inside & outside the organisation) with diverse backgrounds, styles, abilities, and motivation. 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. OR 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.
 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.