Position Description

Position title | Te Tūranga	**Summer Assistant | Kaiāwhina Raumati**
Department/School | Tari/Kura	Accommodation | Ngā Wharenoho
Faculty/Division | Kāpeka/Rōpū	Campus Environment
Reports to (Title) | Rīpoatatia ki	Resident Manager | Poutaki Wharenoho
Direct reports | Ngā Rīpoata	Nil
Children's Worker (Children's Act 2014) **| Kaimahi Tamariki**	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 THE FACULTY or DIVISION | MŌ TE KĀPEKA, RŌPŪ RĀNEI

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.

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.

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.

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 rel
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	• Understand and acknowledge the principles of Te Tiriti o Waitangi and the associated requirements under the Education & Training Act 2020.
Equity | Mana Taurite	• Demonstrate equity behaviours and values aligned to Taumata Teitei - Vison 2030 and Strategic Plan 2028 in all your day-to-day interactions with the team, stakeholders and the University. • Understand the University's requirements under the Education & Training Act 202 to Māori, pacific, women and other employee groups and give effect to the University's equity-related policies (see www.equity.auckland.ac.nz).

KNOWLEDGE, SKILLS, EXPERIENCE AND CAPABILITIES | NGA PŪKENGA MOTUHAKE

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

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

Correspondence

- No authority to sign external correspondence.