

# Position Description



<b>Position title</b>	Summer Assistant
<b>Department</b>	Accommodation
<b>Division</b>	Campus Life
<b>Reports to (Title)</b>	Resident Manager
<b>Direct Reports</b>	Nil
<b>Location</b>	Living at one of our designated Halls or Residences <i>This is a live-in position. The appointee will be required to perform evening duties and to be on call during the night in the event of an emergency as rostered.</i>
<b>Functional Relationships with</b>	<i>Internal to University of Auckland:</i> <ul style="list-style-type: none"><li>▪ Summer stay residents and Conference guests</li><li>▪ Area and Resident Managers</li><li>▪ Summer Delivery Manager and Summer Sales Manager</li><li>▪ Area Administrators/Assistants and Resident Coordinators</li><li>▪ Area Officers, Resident Advisors and other Summer Assistants</li><li>▪ Associate Director (Accommodation)</li><li>▪ University Student Support and Campus Services (various)</li><li>▪ Wider Campus Life Staff, particularly Accommodation Solutions</li></ul> <i>External to University of Auckland:</i> <ul style="list-style-type: none"><li>▪ Facility management teams (where applicable)</li><li>▪ Emergency Services</li></ul>

## 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

Accommodation exist to help residents achieve the best they can from their University studies. They provide 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. A student's first year residential experience is to make a successful transition to the University both academically and socially. In subsequent years the experience strengthens connections to academic and faculty support, and enhances the development of new social networks to aid the student's overall success. During the summer period our Halls and Residences host 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.

## OUR VISION

To establish a community which promotes Hauora and enables ALL to reach their full potential

## OUR VALUES

- Engagement: Helpful, Can-do, Responsive
- Support: Caring, Supportive, Respectful
- Vibrancy: Active, Vibrant, Fun
- Innovation: Open, Questioning, Challenging
- Integrity: Responsible, Principled, Resilient

## MAIN PURPOSE OF JOB

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.

KEY ACCOUNTABILITIES	RESULTS/STANDARDS EXPECTED
<b>RESIDENT/GUEST WELFARE AND ADVISORY SERVICES</b>	<ul style="list-style-type: none"><li>▪ Role model appropriate communal living</li><li>▪ Proactively engage with residents to develop and maintain a helpful and caring environment</li><li>▪ Be a friendly and approachable point of contact for individuals during the course of their residency</li><li>▪ Ensure appropriate behaviour by residents</li><li>▪ Advise the Accommodation Management team of any illness, emotional distress or out of the ordinary behaviour</li><li>▪ Advise the Accommodation Management team of any incidents of damage to University property by an individual or group of residents or guests</li><li>▪ Carry out other tasks as directed by the Accommodation Management team</li></ul>
<b>OPERATIONAL AND FACILITIES SUPPORT</b>	<ul style="list-style-type: none"><li>▪ Provide front desk, check in, check out and guest services</li><li>▪ Dispense keys where appropriate</li><li>▪ Answer telephone calls and assist in enquiries</li><li>▪ Support the Accommodation team in preparing for guest needs</li><li>▪ Record any incidents or requirements for action by the Accommodation Management team in the on-site incident register</li><li>▪ Advise the Accommodation Management team, via the maintenance register, of any required maintenance work</li><li>▪ Ensure appropriate egress reports are completed and recorded</li><li>▪ Dispense bedding and linen packages, kitchen and dining packages and/or appliance packages.</li><li>▪ Complete a full inventory and conditions check of accommodation flats, bedrooms and common areas</li></ul>
<b>SUMMER STAY AND CONFERENCING GUEST SERVICES</b>	<ul style="list-style-type: none"><li>▪ While on duty act as the first point of contact, for guests and summer stay residents</li><li>▪ Maintain a professional, friendly, welcoming environment conducive to a positive experience for conferences guests and summer stay residents</li><li>▪ Provide advice on Auckland's transportation, activities, attractions, events and general living to guests and residents</li><li>▪ 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.</li></ul>
<b>HEALTH AND SAFETY</b>	<ul style="list-style-type: none"><li>• Assist the Accommodation Management team in ensuring the overall efficient and safe operation of the properties with appropriate concern for resident welfare.</li><li>• Promote, implement and abide by the responsibilities as outlined in the health and safety policies and procedures.</li></ul>

	<ul style="list-style-type: none"> <li>• Undertake training in fire and emergency evacuation procedures, participate in drills.</li> <li>• Attend to any serious emergency and manage emergency evacuation procedures as required.</li> <li>• Record any incidents, or requirements for action in the duty log. <ul style="list-style-type: none"> <li>▪ Ensure serious harm incidents related to work area responsibilities are reported.</li> </ul> </li> </ul>
<b>EQUITY DEVELOPMENT</b>	<ul style="list-style-type: none"> <li>▪ Have an understanding and awareness of the University's obligations under the Treaty of Waitangi and the Equity Policy.</li> </ul>

## KNOWLEDGE, SKILLS, EXPERIENCE AND CAPABILITIES

<b>Qualifications</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>▪ One year of tertiary study</li> </ul>
<b>Experience</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>▪ Knowledge of the tertiary environment and customer service (particularly in an Accommodation setting)</li> </ul>
<b>Technical Skills and Knowledge</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>▪ Experience with Microsoft Office</li> </ul> <b>Preferred:</b> <ul style="list-style-type: none"> <li>▪ Full, clean NZ drivers licence</li> </ul>
<b>Attributes and Skills</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>▪ Ability to self-manage, meet deadlines and work independently</li> <li>▪ Ability to work with people from a wide range of backgrounds</li> <li>▪ Problem solving skills and creative thinking</li> <li>▪ Customer service experience</li> </ul>

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. See Table One.

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.

## DELEGATED AUTHORITY

### Human Resources

No formal responsibility for staff.

## HEALTH AND SAFETY

### Staff must have a personal commitment to safe work practices and beliefs:

- Shares the responsibility to maintain a safe and healthy workplace in order to prevent harm to themselves and to others.
- Complies and carries out work-related activities in accordance with health and safety procedures and guidelines.
- Wears appropriate protective clothing and equipment as required for activities.
- Immediately reports all hazards, accidents and incidents to supervisor / line manager and via the University reporting system.
- Familiarises themselves and follows emergency procedures and provides appropriate assistance to others.
- Raises awareness of health and safety issues among staff members.

## 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: Job Family A, B & C

Dimension	Capabilities
 <p><b>Exhibiting Personal Leadership</b> Rangatiratanga</p> <p>Role modelling leadership behaviours to engage others and support the University's values and aspirations.</p>	<p><b>* Personal Attributes:</b> 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.</p> <p><b>* Interpersonal Effectiveness:</b> Communicates with clarity, using constructive interpersonal behaviours and interactions to influence others, resolves conflict and inspires cooperation and achievement.</p>
 <p><b>Setting Direction</b> Mana Tohu</p> <p>Establishing and committing to plans and activities that will deliver the University's strategy.</p>	<p><b>University Awareness:</b> Displays an understanding of the international and commercial context in which the University operates and how the University works to successfully achieve results.</p> <p><b>* Planning &amp; Organising:</b> 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.</p> <p><b>* Stakeholder Service:</b> 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.</p>
 <p><b>Innovating and Engaging</b> Whakamatāra</p> <p>Identifying, creating and responding to relationships and opportunities to improve and progress the University.</p>	<p><b>Relationship Building:</b> Establishes and maintains effective working relationships with stakeholders inside and outside the University, using an appropriate interpersonal style to advance the University's objectives.</p> <p><b>Facilitating Change &amp; Innovation:</b> 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.</p>
 <p><b>Enabling People</b> Hāpai</p> <p>Developing self, others and teams so they can realise the University's strategy and values.</p>	<p><b>* Scholarship / Professional Development:</b> 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.</p> <p><b>* Valuing Equity:</b> 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 &amp; outside the organisation) with diverse backgrounds, styles, abilities, and motivation.</p> <p><b>Coaching and Developing Others:</b> 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.</p> <p align="center">OR</p> <p><b>Leading Teams:</b> Uses appropriate methods and interpersonal styles to develop, coach, motivate, and guide the work/project/research team to attain successful outcomes and objectives.</p>
 <p><b>Achieving Results</b> Whai hua</p> <p>Accepting accountability for making decisions and taking action to deliver the University's strategy</p>	<p><b>Decision Making:</b> 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.</p> <p><b>* Delivering Results:</b> 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.</p>

and deliver excellent results.