

Position Description



Position title	Summer Receptionist
Department/School	Accommodation
Faculty/Division	Campus Life
Reports to (Title)	Operations Manager – Summer Stays
Direct reports	Nil
Children’s Worker (Vulnerable Children Act 2014)	Not applicable

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. Size and complexity of opportunities and challenge. Cutting edge resources. Financial strength and stability.

What we offer:

Scale and breadth; of roles, challenges and personal and professional opportunities to thrive. Flexibility (i.e. hours, parental support). Diversity of cultures. Lattice development and self directed continual learning.

How we do it:

Empower, support and reward individual excellence and performance within a framework of collaboration and a shared common purpose.

Who we are:

Intelligent, interesting and passionate people, who care deeply about contributing ideas and critical thinking. Inclusive and equitable employer.

Why we do it:

Supporting students to grow into confident citizens. Pride in contributing (individually and collectively) to world-class teaching and research, social contribution and advancement of knowledge. Developing leaders for tomorrow.

PILLARS

Personal growth and collaboration.

Enabled to be myself, achieve personal growth and fulfillment, and **connect** with high calibre, intelligent people who are leading in their field.

An **inspiring environment** that challenges you to excel at the highest level and **values innovation and achievement**.

An organisation where we inspire each other to **contribute** to advancing **learning, research and social outcomes**.

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

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 Receptionists provide evening/weekend front of house support for Accommodation teams to enable the provision of an exemplary summer accommodation service.

WHAT YOU ARE EXPECTED TO DELIVER

ADMINISTRATIVE SUPPORT	<ul style="list-style-type: none">• Assist and support the Accommodation management team as required• Liaise with external contracted services as required• Book venues and arrange catering as required by the Operations Manager – Summer Stays• Accept and process fee payments• Respond to and deal with on-site incidents, such as reacting to door alarms and responding to fire calls• Dispense keys where appropriate• Receive and check inwards goods and maintain secure stock• Provide tours of the facilities• Answer telephone calls and assisting in enquiries• Assist in ad hoc administrative work• Complete any other task as directed by the Operations Manager – Summer Stays and/or Area Manager (Residential Experience)
OPERATIONAL AND FACILITIES SUPPORT	<ul style="list-style-type: none">• 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• Undertake training in fire and emergency evacuation procedures, participate in drills and act as the fire evacuation warden as required• Ensure appropriate egress reports are completed and reported to Property Services• Dispense bedding and linen packages, kitchen and dining packages and/or appliance packages• Assist with room inspections• Complete a detailed inventory and stock check of accommodation store rooms• Complete a full inventory and conditions check of accommodation flats, bedrooms and common areas
SUMMER STAY AND CONFERENCING GUEST SERVICES	<ul style="list-style-type: none">• While on reception, 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 conference 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.• Process summer bookings as directed by the Operations Manager – Summer Stays• Promote the University of Auckland’s Summer accommodation to prospective customers
HEALTH AND SAFETY	<ul style="list-style-type: none">• Promote, implement and abide by the responsibilities as outlined in the health and safety policies and procedures Participate in drills• Assist in ensuring all hazards pertaining to staff and their work-site have been identified and notified in accordance with the Health and Safety in Employment Act.• Record any incidents, or requirements for action in the on-site incident register.• Assist in ensuring serious harm incidents related to work area responsibilities are reported and investigated appropriately.• Monitor and record resident and guest safety.
EQUITY DEVELOPMENT	<ul style="list-style-type: none">• Have an understanding and awareness of the University's obligations under the Treaty of Waitangi and the Equity Policy.

KNOWLEDGE, SKILLS, EXPERIENCE AND CAPABILITIES	
Qualifications	Essential: <ul style="list-style-type: none"> • Successful study experience in tertiary education
Experience	Essential: <ul style="list-style-type: none"> • Knowledge of the tertiary environment and customer service (particularly in an Accommodation setting) • Experience working in an office/administrative setting
Skills and Knowledge	Essential: <ul style="list-style-type: none"> • Full and clean NZ Driver's license • Intermediate experience with Microsoft Office products • Beginners experience with CRM & Database systems
Attributes	Essential: <ul style="list-style-type: none"> • Self-Manage, manage deadlines and able to work independently • Ability to work with people from a wide range of backgrounds and • Problem solving skills and creative thinking • Committed to working collaboratively with internal and external customers' to provide excellent and timely service.
Leadership Capabilities	Essential <i>Refer to the Leadership Framework</i>
<p>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.</p> <p>For the annual Professional Staff performance and development planning and review process (EVOLVE), you and your manager will choose the appropriate capabilities as outlined in the EVOLVE process.</p>	

KEY RELATIONSHIPS	
Internal: <ul style="list-style-type: none"> • Summer Stays guests & residents • Accommodation staff • Commercial Services • Finance • Property Services • Other Campus Life staff • Other University student support services 	External: <ul style="list-style-type: none"> • Facility Management Teams • Contractors and vendors • Conference coordinators and booking agents

DELEGATED AUTHORITY
Human Resources No formal responsibility for staff.

HEALTH AND SAFETY
<p>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.</p> <p>Staff will:</p> <ul style="list-style-type: none"> • 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

Dimension	Capabilities
 <p>Exhibiting Personal Leadership Rangatiratanga</p> <p>Role modelling leadership behaviours to engage others and support the University's values and aspirations.</p>	<p>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.</p> <p>Interpersonal Effectiveness: Communicates with clarity, using constructive interpersonal behaviours and interactions to influence others, resolves conflict and inspires cooperation and achievement.</p>
 <p>Setting Direction Mana Tohu</p> <p>Establishing and committing to plans and activities that will deliver the University's strategy.</p>	<p>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.</p> <p>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.</p> <p>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.</p>
 <p>Innovating and Engaging Whakamatāra</p> <p>Identifying, creating and responding to relationships and opportunities to improve and progress the University.</p>	<p>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.</p> <p>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.</p>
 <p>Enabling People Hāpai</p> <p>Developing self, others and teams so they can realise the University's strategy and values.</p>	<p>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.</p> <p>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.</p> <p>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.</p> <p style="text-align: center;">OR</p> <p>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.</p>
 <p>Achieving Results Whai hua</p> <p>Accepting accountability for making decisions and taking action to deliver the University's strategy and deliver excellent results.</p>	<p>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.</p> <p>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.</p>