

# Position Description



<b>Position title</b>	Resident Advisor
<b>Department/School</b>	Accommodation
<b>Faculty/Division</b>	Campus Life
<b>Reports to (Title)</b>	Resident Manager or Resident Coordinator
<b>Direct Reports</b>	None
<b>Functional Relationships with</b>	<p><b>Internal to University of Auckland:</b></p> <ul style="list-style-type: none"> <li>• Student residents</li> <li>• Area Managers</li> <li>• Resident Managers and Coordinators</li> <li>• Area Administrators and Assistants</li> <li>• Associate Director (Accommodation)</li> <li>• Other Resident Advisors</li> <li>• Accommodation Solutions</li> <li>• Campus Life Staff</li> <li>• University Support Services staff (various)</li> <li>• University Security</li> </ul> <p><b>External to University of Auckland:</b></p> <ul style="list-style-type: none"> <li>• Facility management teams (<i>where applicable</i>)</li> <li>• Service contractors (<i>where applicable</i>)</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

Halls and Residences exist to help residents to achieve the best they can from their University studies. They provide a safe, secure and supportive place 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 all students in our residences, and in particular to help new students make a successful transition to the University. Accommodation is therefore managed by a professional staff whose key purpose is to ensure the pastoral care of residents and to support their academic efforts.

## 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 and resilient

## MAIN PURPOSE OF JOB

The Resident Advisor (RA) position is a fixed-term, part-time, and live-in role for student staff members, who support students to achieve the best they can during their University studies. To achieve this, the RA will provide exemplary pastoral care, help students access the various support services, assist them

engage with the many clubs and social activities, and monitor individual progress in an unobtrusive way so that the University has an opportunity to offer appropriate support if it is suspected that a student is experiencing personal or studying difficulties.

The role is crucial to ensure that the overall environment of the Hall or Residence is conducive to academic achievement and the development of a strong and caring community supportive of people from diverse backgrounds with differing aspirations and interests.

<b>KEY ACCOUNTABILITIES</b>	<b>RESULTS/STANDARDS EXPECTED</b>
<b>STUDENT WELFARE AND ADVISORY SERVICES</b>	<ul style="list-style-type: none"> <li>• Engage proactively with residents to develop and to maintain a supportive, caring environment.</li> <li>• Exhibit knowledge of campus services/resources and ability to make appropriate referrals.</li> <li>• Advise Accommodation management of individual resident or communal concerns.</li> <li>• Adhere to emergency protocol when responding to crisis management situations; apply first aid treatment, as needed.</li> <li>• Support the implementation and promotion of the Accommodation Hauora framework, the Waka of Wellbeing.</li> <li>• Develop regular educational noticeboards proactively addressing resident needs</li> <li>• Be on first level call in the evenings to attend to resident needs as they arise</li> <li>• Liaise with University Security or relevant services to ensure Accommodation is safe and secure</li> </ul>
<b>ACADEMIC SUPPORT</b>	<ul style="list-style-type: none"> <li>• Establish and maintain an environment that is supportive of successful academic achievement.</li> <li>• Exhibit academic role modelling behaviour.</li> <li>• Support activities and strategies that contribute to students' academic success.</li> <li>• Help students utilise academic services and resources.</li> <li>• Assist residents in connecting with other students around common courses and academic interests.</li> <li>• Assist in promoting PASS Mentoring in Accommodation</li> </ul>
<b>COMMUNITY DEVELOPMENT</b>	<ul style="list-style-type: none"> <li>• Encourage the development of an environment that is inclusive of diverse backgrounds and experiences.</li> <li>• Maintain a high profile through regular intentional interactions with residents individually and as a community; be approachable and responsive</li> <li>• Assist residents in establishing and upholding community standards.</li> <li>• Role model appropriate communal living behaviour.</li> <li>• Respond to and report inappropriate behaviour.</li> <li>• Assist with conflict resolution between residents.</li> <li>• Collaborate with Accommodation Staff to facilitate access to student events.</li> <li>• Attend and support activities and events.</li> <li>• Support students to access to leadership, volunteering and philanthropic activities</li> </ul>
<b>ADMINISTRATIVE DUTIES</b>	<ul style="list-style-type: none"> <li>• Perform duty rounds and undertake appropriate egress reporting</li> <li>• Support and adhere to Accommodation and University of Auckland policies, regulations, and procedures.</li> <li>• Assist in the delivery of promotional events (e.g. tours of the facilities).</li> <li>• Complete required documentation for resident engagement initiatives.</li> <li>• Complete room inspections and other administrative duties in a thorough and timely manner.</li> </ul>

	<ul style="list-style-type: none"> <li>Record incidents or requirements for action by the Area Manager or Resident Manager in the on-site incident register.</li> <li>Advise Accommodation management of any incidents of damage to University property by an individual or group of students.</li> <li>Assist in front of house duties when required.</li> <li>Assist with Check-in and Check-out when required.</li> <li>Carry out other tasks as directed by the Area Manager and their delegated authorities</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> <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.</li> <li>Ensure serious harm incidents related to work area responsibilities are reported.</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>Currently enrolled as a student at UoA.</li> <li>Able to demonstrate &amp; maintain academic achievement.</li> </ul>
<b>Experience</b>	<b>Preferred:</b> <ul style="list-style-type: none"> <li>Experience working or volunteering in a leadership or mentoring role.</li> </ul>
<b>Technical Skills and Knowledge</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>Current First Aid certificate or ability to attend training prior to the beginning of contract start date.</li> </ul>
<b>Attributes and Skills</b>	<ul style="list-style-type: none"> <li>Ability to work collaboratively and operate effectively within a team context.</li> <li>Strong written and verbal communication skills.</li> <li>Highly developed interpersonal skills with a demonstrated ability to relate to students and staff.</li> <li>Demonstrated commitment to Equal Employment Opportunities and the Treaty of Waitangi.</li> <li>Ability to model appropriate behaviour for residents.</li> <li>Strong organisation and self-management skills.</li> <li>Mature, confident, approachable and outgoing personality.</li> <li>Commitment to improving results through identifying and developing opportunities for improving systems and processes.</li> <li>Strong customer service and problem solving skills.</li> <li>Ability to demonstrate adaptability, enthusiasm, flexibility, professionalism and creativity.</li> </ul>
<b>Leadership Capabilities</b>	<i>Essential Refer to the Leadership Framework Table One or Table Two (at the back of this document) depending on the role.</i>

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.

Candidates who successfully reach the final stages of the selection process for this role will be required to undergo police vetting screening. A satisfactory report from the relevant agency will be 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 style="text-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.