

Position Description



Position title Te Tūrangā	Resident Adviser Kaitohutohu Wharenoho
Department/School Tari/Kura	Accommodation Ngā Wharenoho
Faculty/Division Kāpeka/Rōpū	Campus Life Oranga Tauira
Reports to (Title) Ripoatatia ki	Resident Manager Poutaki Wharenoho or Resident Coordinator Kairuruku 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 CAMPUS LIFE | ORANGA TAUIRA

Campus Life is the Service Division that enhances the student experience by providing support systems and an engaging campus environment to help students achieve academically, socially, and personally. Our areas are: Accommodation, Sport and Recreation, Commercial Services, Student Engagement and Wellbeing, and Communication and Marketing.

ABOUT ACCOMMODATION | NGĀ WHARENOHO

Accommodation | Ngā Wharenoho 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 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.

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

The Resident Adviser | Kaitohutohu Wharenoho (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 while living on Campus. To achieve this, RAs will provide proactive pastoral care, respond to conduct matters, role-model good social and academic behaviour and refer students to various support and engagement services. RAs will work in close partnership with Residents and Accommodation teams to monitor Resident individual progress and the development of a strong and caring community, supportive of people from diverse backgrounds with differing aspirations and interests.

This role is an important part of the structure to ensure University compliance with the provision of pastoral care under the code of practice.

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

STUDENT WELFARE & ADVISORY SERVICES

- Engage proactively with residents to develop and to maintain a supportive, caring environment.
- Exhibit knowledge of campus services/resources and ability to make appropriate referrals.
- Be fluent with and embody the Residential Rules and University Code of Conduct.
- Advise Accommodation management of individual resident or communal concerns.
- Adhere to emergency protocol when responding to crisis management situations; apply first aid treatment, as needed.
- Support the implementation and promotion of the Accommodation Hauora framework, the Waka of Wellbeing.
- Develop regular educational noticeboards proactively addressing resident needs.
- Be on first level call during duty shifts to attend to resident needs as they arise.
- Liaise with University Security or relevant services to ensure Accommodation is safe and secure.
- Handover appropriately to incoming Night staff (who take over first level call overnight) to ensure consistency of care.

ACADEMIC SUPPORT

- Establish and maintain an environment that is supportive of successful academic achievement.
- Exhibit academic role modelling behaviour.
- Support activities and strategies that contribute to students' academic success.
- Help students utilise academic services and resources.
- Assist residents in connecting with other students around common courses and academic interests.
- Assist in promoting PASS Mentoring & other study support programmes in Accommodation.

COMMUNITY DEVELOPMENT

- Have an appropriate presence within the residence & spend time with residents to help build a sense of belonging.
- Help to create an environment that is inclusive of diverse cultures, backgrounds and experiences.
- Maintain a high profile through regular 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.
- Collaborate with Accommodation Staff to facilitate access to student engagement opportunities.
- Attend and support activities and events.
- Develop passive programmes for residents and communication campaigns
- Support students to access leadership, volunteering and philanthropic activities.

ADMINISTRATIVE DUTIES	<ul style="list-style-type: none"> • Perform duty rounds and undertake appropriate egress reporting. • Ensure residents are marked off on RCI/Roll Call weekly. • Support and adhere to Accommodation and University of Auckland policies, regulations, and procedures. • Assist in the delivery of promotional events (e.g. tours of the facilities). • Complete required documentation for resident engagement initiatives. • Complete room inspections and other administrative duties in a thorough and timely manner. • Record incidents or requirements for action by the Resident Manager or other senior staff in the on-site incident register. • Advise Accommodation management of any incidents of damage to University property by an individual or group of students. • Assist in front of house duties when required. • Assist with Check-in and Check-out when required. • Carry out other tasks as directed by the Head of Operations and their delegated authorities
HEALTH AND SAFETY	<ul style="list-style-type: none"> • 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/StarRez. • Ensure serious harm incidents related to work area responsibilities are reported.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 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: <ul style="list-style-type: none"> • Currently enrolled as an UoA student or intending to) during employment period. • Able to demonstrate & maintain academic achievement.
Experience Ngā Wheako	Preferred: <ul style="list-style-type: none"> • Experience working or volunteering in a leadership or mentoring role.
Skills and Knowledge Pūkenga me ngā Mōhiotanga	Essential: <ul style="list-style-type: none"> • Current First Aid certificate or ability to attend training prior to the beginning of contract start date. • Ability to work collaboratively and operate effectively within a team context. • Strong written and verbal communication skills. • Highly developed interpersonal skills with a demonstrated ability to relate to students and staff. • Demonstrated commitment to equity and the Treaty of Waitangi.

	<ul style="list-style-type: none"> • Ability to model appropriate behaviour for residents. • Strong organisation and self-management skills. • Mature, confident, approachable and outgoing personality. • Commitment to improving results through identifying and developing opportunities for improving systems and processes. • Strong customer service and problem-solving skills. • Ability to demonstrate adaptability, enthusiasm, flexibility, professionalism and creativity.
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: <ul style="list-style-type: none"> • Student Residents • Head of Operations & Associate Directors • Other Accommodation staff • Sport & Recreation • Commercial Services • Other Campus Life staff • Other University student support services • University Security 	External: <ul style="list-style-type: none"> • Student residents' Whānau • External support services • Community organisations • Service contractors (if required) • Emergency Services • UniLodge

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

SUSTAINABILITY AND ENVIRONMENT TE TOITŪTANGA ME TE TAI AO
<p>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.</p> <p>This includes:</p> <ul style="list-style-type: none"> • 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
 <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>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>