

POSITION DESCRIPTION

Position Title	Accommodation Coordinator, Canberra		
Organisational Unit	Sport, Wellbeing and Residential Life Directorate		
Functional Unit	ACU Residential Life Unit		
Nominated Supervisor	National Manager, Student Accommodation		
Classification	HEW 7		
CDF Level	HEW 7 CDF1	Position Number	10611233
Attendance Type	Full Time	Date reviewed	16-AUG-2022

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter. ACU's Mission is central to the University and informs every area – integrating the dignity of the human person, the common good, and ethical and social justice considerations into our core activities of student learning and teaching, research and service.

We are a publicly funded university which has grown rapidly over the past few years. We're young, but we are making our mark: ranking among the top universities worldwide. We have seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We know that our people make us a university like no other. It's your values, action and passion that makes the difference. Whatever role you may play in our organisation: it's what you do that defines who we are.

We value staff, offering excellent leave and employment conditions, and foster work environments where they have the ability to grow and develop. We continue to invest in our facilities and workplaces, and actively involve staff in shaping the future direction of the organisation.

Each portfolio consists of several Faculties, Research Institutes or Directorates. The Vice President drives both the Identity and the Mission of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level. For further information about the University please refer to the Organisation Chart.

All our staff contribute to the achievement of our goals set out in the Strategic Plan 2020-2023 and aim to provide high quality services with a strong focus on service excellence. Several frameworks and standards also express the University's expectations of conduct, capability, participation and contribution of staff.

ABOUT SPORT, WELLBEING AND RESIDENTIAL LIFE DIRECTORATE

Since March 2012, the Sport Wellbeing & Residential Life Directorate has developed a range of programs broadening the opportunities for students in the co-curricular space at ACU.

The ACU Strategic Plan has shaped the need for the development of such programs and services. In 2021 two strategies were endorsed by the Academic Board to further support the outcomes of the Directorate.

The Sport, Wellbeing and Residential Life Directorate facilitates programs and services through a national approach delivered by campus-based staff, these programs include:

- ACU Sport Unit
 1. Sport Programs
 - Sport Clubs, Social Sport, Community Sport & University Sport Australia Ltd endorsed programs
 2. Sports Activations
 - The TRACKS innovation student spaces, Sport Facility Bookings, University Open Days
 3. Elite Athlete and Performer Program
- ACU Health and Wellbeing Unit
 1. ACU Medical Centres
 2. ACU Gyms Health & Fitness programs under the ACU ACTIVE brand
- ACU Residential Life Unit
 1. Student Accommodation Communities
 2. National Rental Advisory Service for students
 3. Residential Life Programs
 - Respect. Now. Always
 4. Legal Service for Students

ABOUT LIVING AND LEARNING COMMUNITIES

ACU is developing a University-wide student residential strategy. ACU believes that student residences are important because:

- Safe, clean, affordable accommodation promotes secure study patterns.
- Students in residence can experience community living and learning.
- Residences give the university an opportunity to support students' academic, social, spiritual and person development goals.
- Residential experiences can assist students in developing leadership and the ACU Graduate Attributes.

ACU Living and Learning Communities aim to provide the opportunities for student support and development. At ACU education is holistic; our Living and Learning communities promote academic achievement, health and wellbeing, participation in sport, spirituality, internationalisation, leadership and community engagement.

The University recognises that its distinctive character ultimately depends on the intellectual, social and moral quality of its students. ACU is rightly proud of its students, graduates and alumni.

The challenge is to build a community of students and friends, who by engaging in residential life will become successful students and contributors to ACU and their professions. Through living and learning with peers in residence and on campus, students will develop graduate attributes including communication and interpersonal skills, resilience and leadership. Students will be encouraged to understand the ACU Mission and to reflect on and build values and commitments.

The dignity of the human person is the foundation and criterion for mutual relationships in the life of the University. It is

expected that this will be expressed by a responsible commitment on the part of all students and staff to justice, equity and concern for mutual wellbeing, actively informed by a sensitivity to individual circumstances, individual and collective responsibility, and awareness of situations of injustice.

ACU Living and Learning Communities have established a new standard in student engagement in the University. Students will be encouraged to commit to building true community and to partner with Student Engagement and Services staff to develop this new opportunity for students at ACU.

POSITION PURPOSE

The primary purpose of the Accommodation Coordinator is to effectively design, develop, plan, coordinate and continually enhance the student experience for the residential students of Canberra.

- Enable a high quality, consistent and market leading approach to the delivery of diverse and inclusive student programs, support, and student leadership initiatives.
- Promote a customer first approach to ensure customer satisfaction is met or exceeded.
- Develop and enhance the Residential Life Program through excellent management and training of the Residential Advisor team.
- Coordinate the sales and marketing of the residential accommodation to current and potential students, through collaboration with internal and external teams.
- Drive the creation, collation, and dissemination of high-quality content showcasing the residential experience to current and prospective students and other stakeholders.
- Devise and enhance business systems and approaches to promote a culture of continuous improvement within the Living and Learning Communities team.
- Effectively liaise between stakeholders in the facility management of the on-campus property in Canberra.
- Create and maintain adherence to the unit budgets and maintain excellent operations in finance systems.
- Ensure after-hours on-call duties are managed to provide students with access to support 24 hours a day.

POSITION RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- [ACU Strategic Plan 2020-2023](#)
- [Catholic Identity and Mission](#)
- [ACU Capability Development Framework](#)
- [Higher Education Standards Framework](#)
- ACU Service Delivery Model
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence and Academic Career Pathways.
- [ACU Staff Reconciliation Action Plan](#)

The [Capability Development Framework](#) in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

Responsibility	Scope
Work closely with the National Manager Student Accommodation to manage operational and student wellbeing issues and process them in a timely manner through ACU's Critical Incident framework. Manage the after-hours on call duty to ensure that the students have access to support 24 hours a day. This can include a call-back to duties during critical incidents. Ensure the reporting of student incidents and case management is maintained through our business systems.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Strategically achieve and maintain agreed occupancy level at the residence and ensure the effective running of the sales functions of the business including; attending to sales enquiries, processing payments and room allocations, prepare student leases, maintain accurate waiting lists, check students in and out and deal with day-to-day enquiries to achieve and maintain a high occupancy level at the residence. Conduct inbound and outbound room inspections in Canberra residential accommodation as required.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Manage data input and upkeep within StarRez software. Create and manage reports to ensure accuracy of data and maintain thorough documentation of the facilities.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Work closely with the National Manager Student Accommodation to create and manage the Budget to achieve agreed financial outcomes. This includes ensuring effective processing of tax invoices, monitoring all transactions within the TechOne system and managing the budget effectively.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Co-ordinate the implementation of the Residential Life program in conjunction with internal and external stakeholders and through the supervision of Residential Assistants, to maintain a high level of resident satisfaction.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Communicate and support students to assist them to solve day-to-day practical problems, to ensure smooth running of the residence and ensure high levels of resident satisfaction. Signpost internal and external supports as required.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Coordinate the recruitment and training of the Residential Assistants their development and to maximise student wellbeing and satisfaction.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
In conjunction with the marketing staff, assist with the collation and production of internal and external marketing information, including social media presence and to increase the profile of the residence.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Manage the soft Facilities and Maintenance requirements of the business including cleaning, rubbish removal, repairs and maintenance working with the University's Properties and Facilities Directorate and specialist contractors.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Oversee the completion of head lease agreements and communications with local landlords regarding maintenance or other end of lease requirements.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit

HOW THE ROLE OPERATES

The position seeks commercial opportunities to improve core business to help ACU meet organisational objectives.
The position requires resilience and adaptability to be able to respond to changes in the sector and business landscape and identify areas of improvement.
The position seeks and creates business opportunities for the organisation by liaising with a range of external stakeholders.
This position does not have managerial responsibilities.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	• Qualification - Completion of a relevant degree; or an equivalent combination of relevant experience and/or education/training with experience in tertiary/student accommodation sector, property management or hospitality management. • Skill - Excellent interpersonal skills and a demonstrated ability to communicate effectively with staff at all levels, including stakeholders external to the organisation, to provide an excellent customer service and meet organisational objectives. • Skill - Strong administrative, planning, organisational skills and IT skills, including word processing, database management, Excel and web and experience with Property management Software, such as StarRez and financial management systems. • Experience - Proven leadership experience working in a large organisation with multi-site complex structures, policies, and procedures. Experience in working remotely will be looked upon favourably. • Skill - Demonstrated ability to achieve and maintain agreed occupancy levels and renewal targets, by employing excellent customer service initiatives, and innovative sales and marketing techniques. • Skill - Demonstrated ability to co-ordinate the Residential Life program in conjunction with internal and external stakeholders and through the supervision of Residential Assistants, to maintain a high level of resident satisfaction. • Knowledge - An understanding of sales and marketing to deliver agreed occupancy levels by using all marketing channels including social media. • Skill - Inherent to the role is the ability to manage the unit's financial operations, reporting and maintaining sensitive and private information of residential students and managing sensitive student issues and incidents. The successful applicant will be asked to undergo a police check.
Core Competencies:	• Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values. • Understand the business environment in which ACU operates and adopt a university-wide point of view to seize opportunities and improve commercial viability.

	• Keep stakeholder interest at the core of ACU business decisions and ACU service excellence as a top priority. • Communicate with purpose. Gain the support of others for actions that benefit ACU. Negotiate for mutually beneficial outcomes that are aligned with the Mission, Vision and Values of the University. • Take personal accountability for achieving the highest quality outcomes through understanding the ACU context, self-reflection, and aspiring to and striving for excellence.
Essential Attributes:	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
Working with Children and vulnerable adults check	Evidence of the ability to work with children and/or vulnerable adults, and contribute to and protect their safety and wellbeing. The successful applicant of this position will be required to hold a valid working with children clearance for the State or Territory in which the position is located.

REPORTING RELATIONSHIPS

For further information about the structure of the University, refer to the Organisation Chart
<https://www.acu.edu.au/about-acu/leadership-and-governance/leadership/organisational-structure>

