



Position Description

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| JOB TITLE: | Sub Warden (SW) |
| TEAM / UNIT: | XXXXX College |
| DIVISION: | CAMPUS AND COLLEGIATE LIFE SERVICES |
| REPORTS TO: | College Warden |

STRATEGIC DIRECTION:

Through its diverse but integrated divisions and offices, the Operations Group is united in its purpose of achieving the University vision of having an international reputation for excellence by enabling our students and the Academic, Research and Service Partner Divisions to achieve their strategic goals. Further through the expertise, advice and services offered the Operations Group of Divisions and Offices directly influence and provides outstanding campuses and student experiences.

PRIME FUNCTION:

Assist with the provision of pastoral and administration duties to support the operation of the College and enhance the environment to maximise the safety, well-being, academic success and personal growth of the Residents.

This includes:

- Complete administration and other duties at specified rostered times;
- Provide appropriate level pastoral care and close networking with Residents;
- Promote and uphold University of Otago and College policies within the College community, including any SW specific code of practice processes;
- Promote and support the inter-collegiate competitions and events;
- Ensure that College Handbook directions are correctly followed;
- Act in a manner and perform duties to foster a sense of a collegiate community;
- Attend College functions as directed by College management;
- Act as a role model, mentor and leader within the College community at all times.

STAKEHOLDERS RELATIONSHIPS:

Internal: Senior SW;
Other SWs;
College Staff;
Senior Warden of Colleges;
Residents;
Student Services;
Academic Staff;
Tutors;
Health and Safety Compliance;
Other University of Otago Staff

External: Resident Family and Whanau;
Outside Organisations as directed

BUDGETARY RESPONSIBILITY:

Nil.

PERSON SPECIFICATION:**Qualifications:**

Full-time student at the University of Otago for the entire academic year and be eligible to work in New Zealand.

Skills/Characteristics:

- Strong empathy and understanding of tertiary students and especially first-year students;
- High standards of honesty, common sense, patience, problem solving ability, effective communication, conflict resolution, good personal judgement and well-developed life skills;
- Effective time management and organisational skills to enable a balance between full-time study and the work and social demands of a residential college.

Experience

Prior study and living experience in a tertiary setting is desired.

POSITION SPECIFIC ACCOUNTABILITIES:

| Key Areas | Accountabilities and actions |
|--|---|
| Administration | <ul style="list-style-type: none">○ Assist with the arrival and departure of residents;○ Assist with room and inventory checks;○ Attend to rostered duties;○ Attend meetings and training sessions;○ Uphold College policies. |
| Resident Welfare | <ul style="list-style-type: none">○ Act as a communication channel between residents and College staff;○ Manage as required resident illness, accidents, medical conditions and other issues;○ Assist in maintaining the levels of behaviour and noise within College guidelines;○ Participate in, initiate and organise College activities in consultation with College management;○ Be the first line of response in any emergency and follow the appropriate procedures and instructions;○ Refer resident concerns to the College management being mindful of resident welfare, health and safety;○ As required, be on overnight call duty, in-house and ready to respond. |
| Property Maintenance and Security | <ul style="list-style-type: none">○ Check floors and common spaces regularly to ensure reasonable standards of care and behaviour;○ Note and report any maintenance requirements;○ Report promptly any loss or damage to equipment, furniture or property;○ Ensure that health and safety practices are observed in all workplace activities;○ Report all accidents, incidents, hazards and near misses in accordance with College procedure;○ Ensure security arrangements are carried out in accordance with College procedures;○ Assist with control of unauthorised people and events. |
| Community Engagement | <ul style="list-style-type: none">○ Model good community behaviour at all times;○ As directed, complete administration and support tasks for inter-collegiate competitions;○ As directed, complete administration and support tasks for in-house events;○ As directed, assist with external engagement events and activities. |

SIGNED:

DATE:

APPENDIX1: Individual Behavioural Accountabilities that apply to all Operations Staff:

1. Personal

Behaviour and Role

- Adhere to organisational values, policies and guidelines, and consistently role-model these in behaviour;
- Translate the University's mission, strategy and goals into professional practices, decision making and actions;
- Individually accountable for ensuring the tasks and responsibilities of the position are understood; and for the quality of individual work, performance and behaviour;
- Proactively contribute to the team/ unit/ department/ division in achieving relevant divisional plan priorities;
- Ensure that document management practises are aligned with University guidelines & compliance.

Personal and Professional Development

- Recognise and embrace opportunities to learn, develop, improve and increase effectiveness;
- Raising recognised individual skills or knowledge gaps or other inefficiencies in role, with Manager;
- Contribute to individual performance objectives and plans, and monitor performance against those expectations, seeking regular feedback from manager in doing so;
- Fulfil mandatory/professional competency requirements, and activities identified in performance development plan.

Health and Safety

- Act and work in a manner compliant with current health and safety at work legislation;
- Role model safe behaviour and practices, contribute to 'zero preventable harm' and a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitor's and other staff.

Sustainability

- Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

Reputation

- Represent the University of Otago's Campus and Collegiate Life Services Division and champion all that is great about working here.

Student Experiences and Outstanding Campus Environment

- Act in a manner which contributes to outstanding student experiences and a professional, collegial workplace.

2. People

Engage Stakeholders

- Manage key relationships, peers, clients of work unit (staff/students/visitors / tenants) throughout the University and across functions;
- Be responsive to stakeholders and customers resolving any issues or requests in an appropriate manner;
- Communicate effectively – update stakeholders and customers on progress and maintain strong phone, email, personal or other communication with them;
- Customer care - take the time to understand clients' needs and requirements and work hard to meet them.

Business Planning and Alignment

- Ensure I have a clear plan of individual work responsibilities and delivery expectations for the next period (i.e. annual or business cycle);
- Seek to understand how individual tasks and role contributes to the success of the greater team.

3. Service Delivery

Operational Planning and Execution

- Accountable for resources, budgets or assets delegated to position;
- Proactively contribute to collaborative decision making and facilitating a professional working environment.

Risk Management

- Identify, report and where possible, rectify, workplace health and safety concerns within work area, alerting other relevant parties to those in their workplace;
- Manage compliance and risk within area of responsibility, fulfilling any mandatory/professional auditing and/ or competency requirements.

Continuous Improvement

- Strive to ensure client satisfaction, proactively monitoring their satisfaction levels and welcome feedback as an opportunity to address deficits and lift performance, work and behaviour;
- Seek opportunities to improve business processes within area.