

## JOB DESCRIPTION

# Team Leader Campus Watch

<b>ROLE TITLE</b>	Team Leader Campus Watch
<b>SECTION/DIVISION:</b>	Proctors Office, Student Services Division
<b>REPORTS TO:</b>	Senior Coordinator Campus Watch Operations
<b>DIRECT REPORTS (FTE):</b>	Up to 7 FTE
<b>INDIRECT REPORTS (FTE):</b>	Nil
<b>PRIMARY PURPOSE OF THE ROLE:</b>	<p>Provide effective supervision and leadership of Campus Watch Team Members, ensuring the delivery of high-quality pastoral care and a visible presence that promotes personal safety, deters anti-social behaviour, and supports crime prevention.</p> <p>This role plays a key part in fostering a respectful, inclusive, and supportive student environment, strengthening the Town-Gown relationship, and contributing to overcall community wellbeing.</p>
<b>ACCOUNTABILITIES:</b>	<p><b>Staff Supervision and Development</b></p> <ul style="list-style-type: none"> <li>• Provide effective supervision of staff, including conducting regular Performance and Development Review (PDRs) as directed by the Proctor's Office, and managing performance as required.</li> <li>• Monitor capability and support ongoing development to ensure operational coverage and business continuity.</li> <li>• Manage staff leave in line with university policy, ensuring adequate resourcing.</li> <li>• Oversee delivery of all training, including mandatory modules and scheduled sessions (eg Red Carpet and Standard Operating Procedures (SOP) inductions).</li> <li>• Supervise the Campus Watch Controller outside standard business hours to ensure continuity of leadership and service.</li> </ul> <p><b>Operational Oversight and Incident Management</b></p> <ul style="list-style-type: none"> <li>• Coordinate responses to calls for service, assess risk, and prioritise tasks appropriately.</li> <li>• Lead the initial response to emergencies and high-risk incidents (e.g. fire, medical, flooding, robbery, suspicious package and armed offenders).</li> <li>• Lead proactive patrols based on operational needs and identifies risks.</li> <li>• Ensure security staff fulfil duties in accordance with organisational expectations.</li> <li>• Support involvement in events such as protest monitoring and high-profile activities.</li> <li>• Maintain presentation standards through appropriate uniform use and availability of operational equipment.</li> </ul> <p><b>Student Support and Pastoral Care</b></p> <ul style="list-style-type: none"> <li>• Oversee the delivery of high-quality pastoral care and provide support to students, staff, and visitors.</li> <li>• Promote a visible and approachable presence to foster campus safety and wellbeing.</li> <li>• Proactively deter anti-social behaviour on and off Campus.</li> <li>• Assist in maintaining behavioural expectations in university spaces.</li> </ul> <p><b>Policy, Compliance and Reporting</b></p>

- Stay up to date with University's policies and Codes of Conduct; ensure consistent guidance is provided to staff.
- Ensure completion and accuracy of shift reports, incident records, and regulatory breach documentation.
- Direct monitoring and reporting of conduct at registered events.
- Ensure timely reporting of hazards and safety incidents in Vault.
- Escalate building issues appropriately via Property Services.

#### **Community and Interdepartmental Relationships**

- Build effective working relationships with colleges, local businesses, and University departments to support a collaborative and community-based approach.
- Plan and implement the Team Leader initiative across all teams, ensuring consistent delivery and evaluation.

#### **UOO KEY RELATIONSHIPS:**

##### Internal

Proctor's Office colleagues  
 Divisional Services and Administration staff  
 Residential College staff  
 Property and Campus Development Services  
 Health, Safety and Wellbeing team  
 Campus Cop  
 Departmental staff  
 Outlet staff  
 Student Health  
 Exams Office  
 Student Services Division  
 Digital Division

##### External

Otago University Student Association  
 Students  
 Emergency Services  
 Dunedin City Council  
 Permanent residents and businesses in North Dunedin.  
 Otago Polytechnic Campus Safety or Pastoral Care Teams  
 Other tertiary providers and student accommodation operators in the Dunedin area  
 Local hospitality venues (e.g. bars, clubs – for event coordination and safety monitoring)  
 Community groups or NGOs supporting student wellbeing or emergency response (e.g. Night Shelter, Red Cross)

#### **QUALIFICATIONS AND EXPERIENCE:**

##### Essential

Proven experience in a supervisory or leadership role, ideally in a security, emergency response, or community-facing environment.  
 Demonstrated ability to build rapport and relate effectively to young adults from diverse backgrounds.  
 Proven capacity to assess risk, prioritise tasks, and respond appropriate in high-pressure situations.  
 Excellent verbal and written communication skills.  
 Demonstrated sound judgement, common sense, and the ability to act with patience and discretion.  
 Physically fit and able to meet the demands of a mobile, patrol-based role.  
 Willingness and ability to work a rotating 24/7/365, including nights, weekends, and public holidays  
 A current full New Zealand Driver Licence.  
 A current First Aid Certificate (or willingness to obtain promptly)

##### Preferred

A well-developed sense of humour and resilience under pressure  
 Experience working in a tertiary or residential environment

Familiarity with student wellbeing, mental health, or pastoral care support services

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<b>TECHNICAL SKILLS AND KNOWLEDGE:</b>	<p><u>Essential</u> Proficient in the use of computers and common office software (e.g. Microsoft Office, incident reporting systems). A solid understanding of relevant New Zealand legislation (e.g. Summary Offences Act, Trespass Act, Privacy Act, Health and Safety at Work Act).</p> <p><u>Preferred</u> Holder of, or willingness to obtain, a New Zealand Firearms Licence (for safety/security protocols). Familiarity with radio communications and/or security monitoring systems Experience using risk management tools or reporting systems (e.g. Vault)</p>
<b>SPECIAL REQUIREMENTS:</b>	<p>This is a permanent full-time position involves rostered shift work, including nights, weekend, and public holidays, as part of a 24/7/365 operation. The successful candidate must have no criminal convictions and be willing to undergo a Police vetting check.</p>
<b>DIRECT BUDGET ACCOUNTABILITY:</b>	<p>Nil</p>
<b>MĀORI STRATEGIC FRAMEWORK:</b>	<p>Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.</p>
<b>PACIFIC STRATEGIC FRAMEWORK:</b>	<p>Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.</p>
<b>HEALTH AND SAFETY:</b>	<p>Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks, and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors, and other staff.</p>
<b>SUSTAINABILITY:</b>	<p>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.</p>

**CAPABILITY FRAMEWORK:**

Capability Group	Capability Name	Level
<b>ENGAGE</b>	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
<b>ENABLE</b>	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
<b>PERSONAL ATTRIBUTES</b>	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
<b>PEOPLE MANAGEMENT</b>	Manage and Develop Capability	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Work Outcomes	Intermediate
	Change and Innovation	Intermediate
<b>LANGUAGE AND CULTURE</b>	Te Reo	Intermediate
	Tikanga Māori	Intermediate

# CAPABILITY FRAMEWORK DESCRIPTORS

## Team Leader Campus Watch

### ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others, and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
ADEPT	ADEPT	INTERMEDIATE	INTERMEDIATE
<p>Tailor communication to the audience</p> <p>Clearly explain complex concepts and arguments to individuals and groups</p> <p>Actively listen to others and clarify own understanding. Create opportunities for others to be heard</p> <p>Write fluently in a range of styles and formats. Prepare written material that is well structured and easy to follow by the intended audience</p>	<p>Take responsibility for delivering high quality customer-focused services</p> <p>Understand customer perspectives and ensure responsiveness to their needs</p> <p>Identify customer service needs and implement solutions</p> <p>Find opportunities to connect and co-operate with internal and external parties to improve outcomes for customers</p> <p>Maintain good relationships with key customers in area of expertise</p>	<p>Build a supportive and co-operative team environment</p> <p>Share information and learning across teams. Support others in challenging work situations</p> <p>Acknowledge outcomes which were achieved by effective collaboration</p> <p>Engage other teams or work units to share information and solve issues and problems jointly</p>	<p>Utilise facts, knowledge and experience to support recommendations</p> <p>Work towards positive and mutually satisfactory outcomes</p> <p>Identify and resolve issues in discussion with other staff and stakeholders</p> <p>Identify others' concerns and expectations</p> <p>Keep discussion focused on the key issues</p>

### ENABLE

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
ADEPT	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
<p>Take responsibility for delivering on intended outcomes. Use own expertise and seek others' expertise to achieve work outcomes</p> <p>Ensure team/work unit staff understand expected goals and acknowledge success</p> <p>Identify resource needs and ensure goals are achieved within budget and deadlines</p> <p>Identify changed priorities and ensure allocation of resources meets new organisational needs. Ensure financial implications of changed priorities are explicit and budgeted</p>	<p>Understand the team/work unit objectives and align operational activities accordingly</p> <p>Initiate and develop goals and team plans and use feedback to inform future planning</p> <p>Respond proactively and with initiative to changing circumstances and adjust plans and schedules when necessary</p> <p>Ensure current work plans and activities are consistent with organisational change initiatives</p>	<p>Research and analyse information and make relevant evidence based recommendations</p> <p>Identify issues that may hinder completion of tasks and find appropriate solutions</p> <p>Be willing to seek out input from others and share own ideas to achieve best outcomes</p> <p>Identify ways to improve systems or processes which are used by the team/work unit</p>	<p>Take responsibility for own actions and be accountable for the outcomes of others</p> <p>Understand delegations and act within authority levels</p> <p>Be alert to risks that might impact the completion of an activity and escalate these when identified</p> <p>Use financial and other resources responsibly</p>

## PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach, and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience, and perspectives</i>
ADEPT	ADEPT	INTERMEDIATE	INTERMEDIATE
<p>Be flexible, show initiative and respond quickly when situations change</p> <p>Give constructive and honest feedback and advice using appropriate manner and tone</p> <p>Listen when ideas are challenged, seek to understand the nature of the challenge and respond constructively</p> <p>Raise and work through challenging issues and seek alternatives</p> <p>Keep control of own emotions and stay calm under pressure and in challenging situations</p>	<p>Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism within the team/work unit</p> <p>Set an example for others to follow and identify and explain ethical issues pertaining to work activity. Ensure others clearly understand the legislation and policy framework within which they operate</p> <p>Act to prevent and report misconduct and inappropriate behaviour</p>	<p>Be willing to develop and apply new skills and adapt existing skills to new situations</p> <p>Show commitment to achieving work goals effectively</p> <p>Show awareness of own strengths and areas for growth and seek and respond positively to constructive feedback and guidance</p> <p>Demonstrate a motivated attitude to work activities and maintain own motivation when tasks become difficult</p>	<p>Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints</p> <p>Seek input from others who may have different perspectives and needs</p> <p>Adapt and respond positively in diverse environments</p>

## LANGUAGE AND CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the workplace</i>
INTERMEDIATE	INTERMEDIATE
<p>Demonstrate use of te reo Māori words and phrases in appropriate work place settings</p> <p>Has prepared and can communicate accurately own mihi if required in the work place context</p> <p>Take part in opportunities to practice and extend own language capability</p>	<p>Understand the University's Māori Strategic Framework and incorporate its principles appropriately in work place activities</p> <p>Demonstrate an appropriate workplace understanding and awareness of tikanga Māori</p> <p>Has knowledge of the Articles and Principles of Te Tiriti o Waitangi</p> <p>Take part in opportunities to extend own understanding and awareness of tikanga Māori and Te Tiriti o Waitangi</p>