

JOB DESCRIPTION

College Warden / Tautiaki

ROLE TITLE:	College Warden / Tautiaki
SECTION/DIVISION:	Campus and Collegiate Life Services / Te Uru Kahika
REPORTS TO:	Senior Warden of Colleges / Tautiaki Matua
DIRECT REPORTS (FTE):	Up to 5 FTE (full-time staff) Up to 8 FTE (part time/fixed term staff)
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>Provide operational, administrative, financial, and pastoral leadership to foster a collegiate culture that supports the College's service delivery model. Oversee the selection, housing, safety, and support of residents and guests, while promoting academic excellence and a vibrant collegiate community.</p> <p>Build strong relationships with university staff and external partners, align services with the University's strategies, and ensure seamless service delivery within the approved budget. The role also includes leveraging technology, managing financial and administrative functions, and maintaining compliance with legislative requirements.</p> <p>During non-academic periods, the College Warden is responsible for promoting the College's facilities or redeploying staff to support Divisional services and generate additional income streams.</p>
ACCOUNTABILITIES:	<p>Collegiate Life</p> <ul style="list-style-type: none"> • Provide professional, operational, administrative, financial and pastoral leadership to create an effective organisational culture which supports the service delivery model. • Oversee the selection, housing, safety and support of the College residents and guests. • Ensure maximum college occupancy and optimise income during non-term periods. • Foster an atmosphere of academic excellence within the College, ensuring a safe and effective learning environment. • Develop and promote a strong collegiate culture that offers residents opportunities for cultural, sporting, academic, and personal development. • Build and maintain effective relationships with senior staff to align collegiate services with the University's academic, pastoral, and recruitment strategies. • Foster strong and effective relationships with other divisional or university units and approved external providers to ensure seamless provision of services. • Utilise technology to effectively engage with students. Maintain an advanced working knowledge of StarRez. • Manage the College's financial and administrative functions, supporting the Division's wider fiscal initiatives, including generating income from sundry and summer income. • Manage and lead serious misconduct investigations and complex pastoral care case management, use the critical friend process to support others on request and inform own process in these matters. <p>People Leadership and Organisational Culture</p> <ul style="list-style-type: none"> • Plan and implement workforce, recruitment, and resourcing strategies, providing advice to the Senior Warden or Director to ensure the college's future staffing needs are met.

- Monitor staff onboarding, training, and development of staff.
- Motivate the team to be student and staff focused, aligned with wider divisional or university strategies.
- Pilot when needed new systems and processes in pursuit of divisional or institutional objectives.
- Assess performance of staff and apply interventions and capability building.
- Effectively utilise available resources (including internal services like Property+ or Trades Assistants) to ensure routine college tasks are completed, including but not limited to; Furniture, Fixtures, and Equipment (FF&E) management, end-of-year room inspections, preparing rooms for sundry income works, waste and recycling.
- Work as part of a network of Wardens to share knowledge and support each other in development. Work with the network to ensure seamless service delivery across all Colleges, and a consistent approach to continuous improvement and adoption of new initiatives.
- Actively contribute to divisional initiatives by participating in working groups, committees, events, or meetings, representing the division and supporting its strategic objectives.

Health, Safety, and Wellbeing

- Positively role model and manage health, safety, and wellbeing by reinforcing an environment that is safe and supportive for all staff, students, contractors, and visitors.
- Integrate University's health, safety, and wellbeing policies and procedures as a fundamental element of the College objectives.
- Promote and embed a culture of health and safety awareness across staff and the college community.
- Ensure compliance with all legislative requirements, including Health and Safety, Privacy, and the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.
- Perform Departmental Health & Safety Officer (DHSO), first aid and/or fire warden duties.
- Ensure all incidents and near misses are promptly logged in Vault, and oversee their resolution and formal close-out in line with organisational health and safety procedures.

Engage, Empower, and Make a Difference

- Actively exemplify and live the University values, embedding, and promoting these in interactions with colleagues, students, and stakeholders.
- Respect and embrace Te Tiriti o Waitangi, the Māori Strategic Framework, and the Pacific Strategic Framework.
- In collaboration with the other Wardens and other appropriate staff, actively identify and implement strategic initiatives that align to the goals articulated in Pae Tata and overall University vision.
- Embody the University's commitment to inclusiveness, participation, recognition, support, and sense of connection and belonging for all students and staff.
- Bring to life Ti Kōuka: The Sustainability Strategic Framework, and sustainability efforts of the University within the division. Role model the responsible use of resources and equipment.
- Participate in and lead projects and other duties as requested to support the University's success.

KEY RELATIONSHIPS:

Internal

Senior Managers of the Division
 Senior University Management
 Campus and Collegiate Life Services Divisional Staff
 All College staff
 Residents
 College Fellows
 Student service providers
 Office of Risk, Assurance and Compliance

Sustainability Office
Health, Safety and Wellbeing
Human Resources
Academic Departments
External Engagement

External
Otago University Students' Association
Local and Regional Authorities
Local Social Agencies
Government Departments
Emergency Services
Local Health Agencies
Resident Family and Whānau
Contractors and Suppliers

QUALIFICATIONS AND EXPERIENCE:

Essential

Tertiary qualification or recognised qualification appropriate to the role.
Considerable leadership, management and organisational experience and proven excellence in staff management, including employee relations.
An understanding, or an ability to quickly develop an understanding of the University environment and its culture and decision-making processes.
Proven experience in strategic and operational planning.
Ability to translate and apply legislation, regulations and policies into practical procedures for day-to-day usage.
Demonstrated ability to develop and maintain effective networks and key relationships.
Proven ability to perform a range of tasks under competing demands, meeting the agreed result within quality parameters and time frame.
Demonstrated ability to monitor and work with on-site contracted service providers in the provision of excellent catering services, property management, and customer and custodial services.
A strong sense of good collegiate citizenship.

Preferred

Experience working in the tertiary sector and/or familiarity with a university education environment.
Successful record of living and working with young adults.

TECHNICAL SKILLS AND KNOWLEDGE:

Essential

Well-developed leadership and pastoral care skills.
Excellent written and oral communication skills with people at all levels within the organisation and externally.
Ability to perform effectively and professionally in a complex and challenging environment including mental health and resident wellbeing-related incidents.
Proven budgeting and financial management skills, with the ability to interpret and apply financial information to drive performance of an internal service delivery unit.

Preferred

General management skills as they apply to continuous service improvement activities.
A successful record of living and working with young adults.

SPECIAL REQUIREMENTS:

The Warden will dedicate up to 20% of their annual operational time to support the Senior Warden of Colleges or Director of Campus and Collegiate Life Services as required. This may include:

- Chair and contribute to divisional working groups.
- Lead delegated divisional projects.
- Provide on-call support during holidays, shutdowns, or exceptional circumstances within the collegiate network.
- Assist at other Colleges to cover leadership shortages, support events or conferences, or during the summer period.

- Collaborate with Operations Manager(s) on fiscal and operational matters.
- For live-in Wardens / Tautiaki, be available for overnight on-call duties as part of a roster with other live-in staff.
- Participate in critical friend duties.
- Undertake evening and weekend duty shifts.
- Hold a current, clean full driver's license.

Staff must comply with the Public Records Act 2005 and Privacy Act 2020, including participating in relevant training.

Staff are also required to comply with the Children's Act 2014 and the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, including undergoing police safety checks.

**DIRECT BUDGET
ACCOUNTABILITY:**

Annual operating budget of circa \$2.5M to \$9M (depending on college).
Variable allocated annual capital budget.

**MĀORI STRATEGIC
FRAMEWORK:**

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.

**PACIFIC STRATEGIC
FRAMEWORK:**

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.

HEALTH AND SAFETY:

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.

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.

CAPABILITY FRAMEWORK:

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

CAPABILITY FRAMEWORK DESCRIPTORS

College Warden / Tautiaki

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	ADEPT	ADEPT
<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>Encourage a culture of recognising the value of collaboration</p> <p>Build co-operation and overcome barriers to information sharing and communication across teams and work units</p> <p>Share lessons learned across teams and work units</p> <p>Identify opportunities to work collaboratively with other areas to solve issues and develop better processes and approaches to work</p>	<p>Negotiate from an informed and credible position</p> <p>Lead and facilitate productive discussions with staff and stakeholders</p> <p>Encourage others to talk, share and debate ideas to achieve a consensus</p> <p>Pre-empt and minimise conflict. Recognise and explain the need for compromise</p> <p>Influence others with a fair and considered approach and sound arguments</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	ADEPT	ADEPT	ADVANCED
<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>Take into account future aims and goals of the team/work unit and organisation when prioritising own and others' work</p> <p>Initiate, prioritise, discuss and develop team/work unit goals, strategies and plans</p> <p>Anticipate and assess the impact of changes, such as organisational strategy/economic conditions, on team/work unit objectives and initiate appropriate responses</p> <p>Monitor and evaluate achievements and adjust future plans accordingly</p>	<p>Research and analyse information, identify interrelationships and make relevant evidence based recommendations</p> <p>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options</p> <p>Participate in and contribute to team/work unit initiatives to resolve common issues or barriers to effectiveness</p> <p>Identify and share organisational process improvements to enhance effectiveness</p>	<p>Design and develop systems to establish and measure accountabilities and outcomes</p> <p>Incorporate sound risk management principles and strategies into planning. Ensure accountabilities are exercised in line with operational goals</p> <p>Monitor and maintain operational area knowledge of and compliance with legislative and regulatory frameworks</p> <p>Model the highest standards of financial probity, demonstrating respect for University monies and other resources</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	ADVANCED	ADEPT	ADEPT
<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 model the highest standards of ethical behaviour and reinforce them in others</p> <p>Promote a culture of integrity and professionalism within the organisation. Ensure others understand and comply with the legislation and policy framework within which they operate</p> <p>Monitor ethical practices, standards and systems and reinforce their use. Act on reported breaches of rules, policies and guidelines</p>	<p>Look for and take advantage of opportunities to learn new skills and develop strengths</p> <p>Show commitment to achieving challenging goals</p> <p>Examine and reflect on own performance and areas for improvement. Encourage feedback from colleagues and stakeholders</p> <p>Demonstrate a high level of personal motivation and maintain own motivation when tasks become difficult</p>	<p>Seek to promote the value of diversity for the organisation</p> <p>Recognise and adapt to individual differences and working styles</p> <p>Support initiatives that create an environment in which diversity is valued</p>

PEOPLE MANAGEMENT

Manage and Develop Capability	Inspire Direction and Purpose	Optimise Work Outcomes	Change and Innovation
<i>Engage and motivate staff and develop capability and potential in others</i>	<i>Communicate goals, priorities and vision and recognise achievements</i>	<i>Manage resources effectively and apply sound workforce planning principles</i>	<i>Support, promote and champion change, and assist others to engage with change</i>
ADEPT	ADEPT	ADEPT	ADEPT
<p>Define and clearly communicate roles, responsibilities and performance standards to achieve team/work unit outcomes</p> <p>Develop team/work unit plans that take into account team capability, strengths and opportunities for development</p> <p>Provide regular constructive feedback to build on strengths and achieve results</p> <p>Coach staff and encourage professional development and continuous learning</p> <p>Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way</p>	<p>Promote a sense of purpose within the team and enable others to understand the strategic direction of the organisation</p> <p>Translate broad goals into operational needs and explain the links for the team. Link team performance goals to work unit goals to ensure implementation of area/divisional goals</p> <p>Monitor and report on performance of team in line with established performance development frameworks</p> <p>Recognise and acknowledge high individual and team performance</p>	<p>Initiate and develop longer-term goals and plans to guide the work of the team/work unit in line with organisational objectives</p> <p>Allocate resources to ensure achievement of work outcomes and contribute to wider workforce planning</p> <p>Ensure that team members base their decisions on a sound understanding of work principles as they apply to the University</p> <p>Monitor performance against standards and take timely corrective actions. Keep others informed about progress and performance outcomes</p>	<p>Actively promote change processes to staff and participate in the communication of change initiatives across the work unit(s). Seek and foster new ways of doing things</p> <p>Provide guidance, coaching and direction to individuals and others managing uncertainty and change</p> <p>Identify cultural barriers to change and implement strategies to address these</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>