

JOB DESCRIPTION

Team Member Campus Watch

ROLE TITLE	Team Member Campus Watch (Both Full Year and Academic Year)
SECTION/DIVISION:	Proctors Office, Student Services Division
REPORTS TO:	Team Leader Campus Watch
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>Provide continuous, visible, and accessible pastoral care and safety support to students at the University of Otago and Otago Polytechnic across the North Dunedin campus and surrounding community.</p> <p>This role plays a central part in fostering a safe, respectful, and inclusive student environment through 24/7 engagement, crime prevention, early intervention, and constructive behavioural influence. It supports both wellbeing and personal responsibility by responding to emergencies, de-escalating issues, and working collaboratively with internal and external stakeholders.</p> <p>By building trust and strong relationships, the role enhances the overall student experience and contributes to a positive Town–Gown relationship.</p>
ACCOUNTABILITIES:	<p>Student safety and crime prevention</p> <ul style="list-style-type: none"> • Create and maintain a sense of safety and order among the student population within and around the University of Otago and Otago Polytechnic campuses. • Respond promptly and appropriately to incidents where personal safety and property is at risk, including emergencies such as fires, medical events, flooding, robbery, suspicious packages, or armed offender situations. • Actively prevent crime on and around campus through visibility, deterrence, and engagement. • Conduct regularly patrols in known high-risk areas to prevent theft, damage, broken glass and litter on paths and roadways. • Patrol neighbouring streets and engage with students, local residents, and businesses to support crime prevention, encourage responsible behaviour, and promote community safety, particularly around issues such as noise, rubbish, fires, and glass. • Monitor for known local offenders on or near campus and take appropriate action to prevent harm or disruption. • Report all safety and security incidents and assist with follow-up inquiries or investigations as required. <p>Pastoral Care and Student Support</p> <ul style="list-style-type: none"> • Provide 24/7/365 pastoral care University of Otago and Otago Polytechnic students, both on campus and in the North Dunedin community, ensuring approachability, professionalism, and compassion. • Offer a free ‘walk-home’ service for students and staff to ensure personal safety during vulnerable times. • Support Student Health and University departments by providing transport or welfare assistance for students who are physically or mentally unwell.

- Assist Police, Student Health, and other internal stakeholders by conducting welfare checks as requested and escalate issues as appropriate.
- Perform pastoral support during University Graduation events, contributing to the overall student and whānau experience.

Campus Patrol and Visibility

- Maintain a regular and visible presence on campus to support a sense of safety and to provide assistance and advice to students, staff, and visitors.
- Staff the Safety Patrol service during appropriate shifts, promoting a culture of safety and support across the University community.
- Conduct routine checks for safety issues (e.g. insufficient lighting or trip hazards), and remedy or report in accordance with protocols.
- Attend registered social functions on campus to monitor behaviour, provide assistance, and report any misconduct or concern.
- Assist University staff in ensuring appropriate behaviour and adherence to rules within university facilities.

Conduct and Compliance

- Maintain up-to-date knowledge of the University's Student Conduct Statute and support its interpretation and application in relevant situations.
- Participate in initiatives led by the Campus Watch Team Leader that promotes student safety and wellbeing, such as campaigns related to rubbish disposal, fire safety, and flat security.

Reporting and Administration

- Maintain accurate and detailed records of tasks performed during each shift, including full reports on any incidents or breaches of regulations.
- Contribute to incident reporting systems and follow-up processes to ensure transparency and accountability.

Operational and Miscellaneous Support

- Perform duties of the Campus Watch Security Team as required, including building security checks, cash escort services, and managing lost and found property.
- Collect and deliver examination papers as directed, ensuring security and timeliness.

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

	<p>Local hospitality venues (e.g. bars, clubs – for event coordination and safety monitoring)</p> <p>Community groups or NGOs supporting student wellbeing or emergency response (e.g. Night Shelter, Red Cross)</p>
QUALIFICATIONS AND EXPERIENCE:	<p><u>Essential</u></p> <p>Experience in a public-facing or community support role (e.g. security, health, education, hospitality, emergency services).</p> <p>Demonstrated ability to manage conflict or de-escalate challenging interpersonal situations.</p> <p>Proven ability build rapport with young people.</p> <p>Excellent verbal and written communication skills.</p> <p>Demonstrated Computer literacy and confidence with digital tools.</p> <p>High level of common sense, patience and tact.</p> <p>Ability to develop effective working relationships with individuals from diverse backgrounds.</p> <p>Sound understanding of relevant New Zealand laws.</p> <p>Physically fit and healthy, with the ability to undertake patrols and physically active duties.</p> <p>Experience writing reports or documenting incidents clearly and accurately.</p> <p><u>Preferred</u></p> <p>A well-developed sense of humour</p> <p>Previous experience working with tertiary students or in a campus environment.</p> <p>Knowledge of Te Tiriti o Waitangi and its relevance in a tertiary setting.</p> <p>Understanding of mental health first aid or training in dealing with vulnerable individuals.</p> <p>Awareness of cultural diversity and ability to work effectively in multicultural environments.</p>
TECHNICAL SKILLS AND KNOWLEDGE:	<p><u>Essential</u></p> <p>Proficient in the use of computers and standard software packages.</p> <p>Hold current full Drivers Licence.</p> <p>Hold current First Aid Certificate.</p> <p><u>Preferred</u></p> <p>Hold, or be willing to obtain, a Firearms Licence.</p> <p>Knowledge of basic building/site safety and hazard identification.</p> <p>Familiarity with radio communication equipment or mobile response systems.</p> <p>Working knowledge of incident reporting systems or basic security software (e.g. CCTV, key access control).</p>
SPECIAL REQUIREMENTS:	<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.</p> <p>The successful candidate must have no criminal convictions and be required to undergo a Police vetting check.</p>
DIRECT BUDGET ACCOUNTABILITY:	<p>Nil</p>
MĀORI STRATEGIC FRAMEWORK:	<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>
PACIFIC STRATEGIC FRAMEWORK:	<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>
HEALTH AND SAFETY:	<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>

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	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
ENABLE	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
PERSONAL ATTRIBUTES	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
LANGUAGE AND CULTURE	Te Reo	Intermediate
	Tikanga Māori	Intermediate

CAPABILITY FRAMEWORK DESCRIPTORS

Team Member 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>
INTERMEDIATE	INTERMEDIATE	INTERMEDIATE	ADEPT
<p>Focus on key points and speak using plain language</p> <p>Clearly explain and present ideas and arguments</p> <p>Display active listening and ask appropriate, respectful questions</p> <p>Write fluently and communicate routine technical information clearly avoiding unnecessary use of jargon</p>	<p>Support a culture of quality customer service in the organisation</p> <p>Demonstrate a thorough knowledge of the services provided and relay accurately to customers</p> <p>Identify and respond quickly to customer needs</p> <p>Consider customer service requirements and provide solutions to meet needs. Resolve complex customer issues and needs</p> <p>Co-operate across work areas to improve outcomes for customers</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>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>
INTERMEDIATE	FOUNDATIONAL	INTERMEDIATE	INTERMEDIATE
<p>Complete work tasks to agreed budgets, timeframes and standards</p> <p>Take the initiative to progress and deliver own and team/work unit activities</p> <p>Contribute to allocation of responsibilities and resources to ensure achievement of team/work unit goals</p> <p>Seek and apply specialist advice when required</p>	<p>Plan and coordinate allocated activities</p> <p>Re-prioritise own work activities on a regular basis to achieve set goals</p> <p>Contribute to the development of team work plans and goal setting</p> <p>Understand team objectives and how own work relates to achieving these</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>
INTERMEDIATE	ADEPT	INTERMEDIATE	INTERMEDIATE
<p>Be flexible and adaptable and respond quickly when situations change</p> <p>Offer own opinion and raise challenging issues in an appropriate manner</p> <p>Listen when ideas are challenged and respond in a reasonable way</p> <p>Work through challenges</p> <p>Stay calm and focused in the face of 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>