

JOB DESCRIPTION

University Flats Warden / Whare Maha Kāika Tahī Tautiaki

ROLE TITLE:	University Flats Warden / Whare Maha Kāika Tahī Tautiaki
SECTION/DIVISION:	Divisional Office, Campus and Collegiate Life Services / Te Uru Kahika
REPORTS TO:	Senior Warden of Colleges / Tautiaki Matua
DIRECT REPORTS (FTE):	Up to 6 FTE (full-time staff) Up to 3 FTE (fixed term/part time staff)
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	Provide operational, administrative, financial and pastoral leadership to foster a collegiate culture that supports University Flats (UniFlats) service delivery model. Oversee the selection, housing, safety, and support of residents and guests. Build strong relationships with university staff and external partners, align services with the University's strategies, and ensure seamless service delivery within approved budget. The role also includes leveraging technology, managing financial and administrative functions, and maintaining compliance with legislative requirements. Manage all aspects of UniFlats services and staffing to support the University's mission of providing quality accommodation for international, postgraduate, and other students attending the University of Otago. Manage all aspects of UniFlats services and staffing to support the University's mission of providing quality accommodation for international, postgraduate, and other students. Central to this mission is a commitment to Manaakitanga (caring and nurturing others), promoting inclusivity, and creating a respectful collegiate environment that contributes to positive student outcomes.
ACCOUNTABILITIES:	People Leadership, Operational and Organisational Culture - Plan and implement workforce planning, recruitment, and resourcing plans to inform the Senior Warden or Director that ensures the future staffing needs of UniFlats is met. - Ensure effective onboarding, training, support and development of staff. - Motivate the team to be student and staff focused, aligned with wider divisional or university strategies - Review processes and systems as necessary to keep the services aligned with university expectations. - Assess staff performance and apply interventions and capability building. - Actively contribute to divisional initiatives by participating in working groups, committees, events, or meetings, representing the division and supporting its strategic objectives. Property Management and Resident Engagement - Provide professional, operational, administrative, and effective financial leadership to create an effective organisational culture which supports the service delivery model. - Identify and prepare suitable properties for UniFlats' key mission use.

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- Apportion UniFlats resources to meet the strategic needs of the University as required or directed by the Senior Warden of Colleges or Director of Campus and Collegiate Life Services (CaCLS).
 - Oversee the selection, housing, and support of the residents of UniFlats.
 - Ensure maximum occupancy and optimise income during non-term periods.
 - Manage short-term accommodation to optimise occupancy and utilisation.
 - Develop and promote a strong community culture that provides opportunities for residents to experience flatting community living, including cultural, sporting and recreational opportunities.
 - Build and maintain effective relationships with senior staff to align services with the University's strategies.
 - Develop and maintain a strong and proactive relationship with the International Office, particularly regarding the international student experience and coordinated engagement with external partners and approved providers.
 - Foster strong effective relationships with other divisional or university units (particularly Student Services) to ensure seamless provision of services.
 - Utilise technology, including AI, to effectively and efficiently engage with students. Maintain an advanced working knowledge of StarRez.
 - Manage UniFlats' financial and administrative functions to support the Division's wider fiscal initiatives.

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 Uniflats objectives.
- Promote and embed a culture of health and safety awareness across staff and the UniFlats 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 Tī 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
Manager, International Student Services
Director Property Services
Other Divisional staff
CaCLS Divisional Operations Managers
Offices of the Director of Student Services
Offices of Risk, Assurance and Compliance, Sustainability and Health and Safety Compliance
Divisional Human Resource Manager and other HR staff
Residents
Academic departments
External Engagement
Kiwi Hosts

External

Institutional Partners and Providers
Local and Regional Authorities
Government Departments
Otago University Students' Association
Local Social Agencies
Emergency Services
Local Health Agencies
Contractors and Suppliers
OUSA representatives

QUALIFICATIONS AND EXPERIENCE:**Essential**

Tertiary qualification or recognised qualification appropriate to the role.
Proven leadership, management, and organisational experience, with a record of excellence in staff management, including employee relations.
An understanding of, or the ability to quickly develop an understanding of the University environment, 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 timeframes.
Demonstrated ability to monitor and work with on-site contracted service providers in the provision of property management, 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.
Previous experience working with students, particularly International and Post Graduate students.
Experience managing property portfolios.
Experience in successfully managing staff.

TECHNICAL SKILLS AND KNOWLEDGE:**Essential**

Demonstrated leadership, management, and organisational skills and proven excellence in staff management, including employee relations.
An understanding, or the ability to quickly develop an understanding of the University environment, and its culture and decision-making processes.
Well-developed leadership and organisational skills.
Ability to perform effectively and professionally in a complex and challenging environment including incidents related to resident mental health and well-being.
Experience in operating and coordinating resources at peak times in the year.
Excellent written and oral communication skills with people at all levels within the organisation and externally.

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.

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.
- Live-out Wardens / Tautiaki may be asked to stay overnight at their assigned College to provide on-site coverage and support during staff shortages or during exceptional circumstances.
- 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:

Operational budget of circa \$9.6 million per annum.
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

University Flats Warden / Whare Maha Kāika Tahi 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>
ADVANCED	ADVANCED	ADVANCED	ADEPT
Present with credibility, engage varied audiences and test levels of understanding. Adjust style and approach to optimise outcomes Translate technical and complex information concisely for diverse audiences Actively listen and create opportunities for others to contribute to discussion and debate Write fluently and persuasively in a range of styles and formats	Promote a culture of customer service excellence in the organisation Initiate and develop partnerships with customers to define and evaluate service performance outcomes Actively seek customer feedback and promote and manage service relationships both within the organisation and with external parties Liaise with senior stakeholders on key issues and provide expert and influential advice Identify and incorporate the interests and needs of customers in operational process design	Build a culture of respect and understanding across the organisation Recognise outcomes which resulted from effective collaboration between teams Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions	Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Pre-empt and minimise conflict. Recognise and explain the need for compromise Influence others with a fair and considered approach and sound arguments

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>
ADVANCED	ADEPT	ADEPT	ADVANCED
Be accountable for outcomes and drive a culture of achievement and acknowledge input of others. Seek and apply the expertise of key individuals to achieve organisational outcomes Investigate and create opportunities to enhance the achievement of organisational objectives Ensure others understand that on-time and on-budget results are required and how overall success is defined. Progress organisational priorities and ensure effective acquisition and use of resources Control output of work unit(s) to ensure organisational outcomes are achieved within budget	Take into account future aims and goals of the team/work unit and organisation when prioritising own and others' work Initiate, prioritise, discuss and develop team/work unit goals, strategies and plans Anticipate and assess the impact of changes, such as organisational strategy/economic conditions, on team/work unit objectives and initiate appropriate responses Monitor and evaluate achievements and adjust future plans accordingly	Research and analyse information, identify interrelationships and make relevant evidence based recommendations Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/work unit initiatives to resolve common issues or barriers to effectiveness Identify and share organisational process improvements to enhance effectiveness	Design and develop systems to establish and measure accountabilities and outcomes Incorporate sound risk management principles and strategies into planning. Ensure accountabilities are exercised in line with operational goals Monitor and maintain operational area knowledge of and compliance with legislative and regulatory frameworks Model the highest standards of financial probity, demonstrating respect for University monies and other resources

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>
ADVANCED	ADVANCED	ADEPT	ADVANCED
Stay calm and act constructively in highly pressured and unpredictable environments Give constructive and honest feedback and advice using appropriate manner and tone in the face of strong, contrary views Accept criticism of own ideas and respond in a thoughtful and considered way Welcome new challenges and persist in raising and working through new and difficult issues Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues	Represent the organisation in an honest, ethical and professional way and model the highest standards of ethical behaviour and reinforce them in others 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 Monitor ethical practices, standards and systems and reinforce their use. Act on reported breaches of rules, policies and guidelines	Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance and areas for improvement. Encourage feedback from colleagues and stakeholders Demonstrate a high level of personal motivation and maintain own motivation when tasks become difficult	Encourage and include diverse perspectives in the development of policies and strategies Leverage diverse views and perspectives to develop new approaches to delivery of outcomes Build and monitor a workplace culture that values fair and inclusive practices and diversity principles Implement methods and systems to ensure that individuals can participate to their fullest ability

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	ADVANCED	ADEPT	ADEPT
Define and clearly communicate roles, responsibilities and performance standards to achieve team/work unit outcomes Develop team/work unit plans that take into account team capability, strengths and opportunities for development Provide regular constructive feedback to build on strengths and achieve results Coach staff and encourage professional development and continuous learning Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way	Promote a sense of purpose and work with others to translate strategic direction into operational goals and build a shared understanding of the link to core organisational outcomes Build a shared sense of direction, clarify priorities and goals and inspire others to achieve them. Work to remove barriers to achievement of goals Implement performance development standards and frameworks to align workforce capability with the organisation's current and future priorities and objectives Create opportunities for recognising and celebrating high performance at the individual and team level	Initiate and develop longer-term goals and plans to guide the work of the team/work unit in line with organisational objectives Allocate resources to ensure achievement of work outcomes and contribute to wider workforce planning Ensure that team members base their decisions on a sound understanding of work principles as they apply to the University Monitor performance against standards and take timely corrective actions. Keep others informed about progress and performance outcomes	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 Provide guidance, coaching and direction to individuals and others managing uncertainty and change Identify cultural barriers to change and implement strategies to address these

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

REVIEW AND ACKNOWLEDGEMENT

SIGNATURES:	Incumbent Name:	
	Incumbent Signature:	
	Date:	
	Supervisor Name:	
	Supervisor Signature:	
	Date:	
	Head of Department Name	
	Head of Department Signature:	
	Date:	