

JOB DESCRIPTION

Deputy Warden / Tautiaki-Piki

ROLE TITLE:	Deputy Warden / Tautiaki-Piki
SECTION/DIVISION:	Campus and Collegiate Life Services / Te Uru Kahika
REPORTS TO:	Warden / Tautiaki
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
SUPERVISORY REPORTS:	Up to 8 FTE (part time/fixed term staff) Up to 13 casual staff (Tutors)
PRIMARY PURPOSE OF THE ROLE:	The Deputy Warden / Tautiaki-Piki supports the College Warden / Tautiaki in delivering a comprehensive collegiate experience, with a focus on academic support, pastoral care, and efficient operational management. The role primarily leads the college during weekends and evening periods. Key responsibilities include leading academic and student support programmes, mentoring and guiding residents, and collaborating effectively with College staff and external partners. The Deputy Warden / Tautiaki-Piki also oversees key College events, supports fiscal and HR functions, maintains ITS systems, and ensures property upkeep. This position requires a commitment to fostering a supportive environment and enhancing the overall student experience at the College.
ACCOUNTABILITIES:	Leadership • Support the College Warden / Tautiaki in leading the College, including resident housing, selection, safety and support, and act as the senior staff member in their absence. • Provide operational leadership during weekends and weekday evenings. • Collaborate with staff from other Residential Colleges to share best practices and establish networks for effective college management. • Lead the development of programmes and routines for residents at risk of academic failure, plan and prepare support programmes. • Supervise and provide day-to-day supervision to the Assistant Warden and Sub Warden team, ensuring effective coordination and management of tasks. • Oversee and lead college tasks as required. • Assist with planning and participation in major College events such as formal and themed dinners. Academic Support • Focus on enhancing residents' academic success by providing comprehensive academic and pastoral advice and mentoring, as assigned by the College Warden / Tautiaki. • Collaborate with college leaders to ensure the in-house mentoring programme provides the best possible support and guidance for residents. • Conduct preliminary and follow-up academic interviews for a cohort of students, advise the College Warden / Tautiaki on their progress. • Ensure that a comprehensive tutorial and study session system is implemented to meet the study needs and requests of residents. • Select and monitor subject Tutors/Facilitators, ensuring they meet accountability standards through interviews and written student evaluations and approve their timesheets.

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- Ensure tutorial rooms are appropriately set-up and provide support and training for tutors.
 - Oversee academic support programmes, which may include mentoring, peer tutoring, buddy programmes, seminars, first aid courses.
 - Provide formal tutorial instruction in specific subjects or general aspects of tertiary study and manage other significant areas of student academic support.
 - In cooperation with other staff members, and their mentoring roles, track the academic records of residents and develop programmes to support those at risk of academic failure.
 - Work with Deputy Wardens / Tautiaki-Piki from other Colleges to establish best practice in collegiate academic support.
 - Support the College's participation in inter-college events.

Pastoral Care

- Provide primary pastoral care to residents, addressing health issues, homesickness, relationship problems and other concerns. This includes overseeing residents with physical, mental, or emotional challenges (food allergies, physical disabilities, learning disabilities, etc.). As needed, conduct entrance interviews, develop support plans and liaise with university and external agencies.
- Assist the Tautiaki in dealing with serious misconduct and other disciplinary issues, ensuring students are well-supported throughout the process.
- Conduct alcohol intervention meetings and manage other pastoral care and discipline interventions as directed.
- Liaise with university departments and services, such as Student Health, Student Learning Centre, Disability Information and Support Office, Careers Office and other University and community organisations to address student welfare matters and support residents' needs.
- Share responsibility for the general welfare of Māori, Pasifika and International students, ensuring that tailored support programmes are developed and maintained.
- Collaborate with college and university staff, as well as outside providers to support students requiring care, addressing general health issues and impairment-related issues. Develop and promote programmes on healthy living and lifestyle awareness, etc for residents.

Fiscal and Human Resources

- Assist the College Warden / Tautiaki with the selection, induction, and training of Sub-Wardens. Develop a comprehensive residential staff training programme to ensure excellent service standards and efficient operations.
- Liaise with finance staff and the College Warden / Tautiaki to uphold sound fiscal practices and ensure compliance with division and university expectations.
- Maintain close consultation with the College Warden / Tautiaki to ensure adherence to college policies and contribute to the effective management of college assets, including during non-term time.
- Record and document all relevant or significant interactions with residents in StarRez, including escalation to the College Warden / Tautiaki when appropriate.
- Support the maintenance of an effective Business Continuity Plan and assist in optimising the use of college resources.

Support and Compliance

- Maintain an advanced working knowledge of StarRez and ensure the college website and other social media platform used effectively represent collegiate life at Otago and support recruitment efforts.
- Liaise with the Facilities Coordinator to ensure a high standard of college maintenance. Report all accidents, incidents, hazards and near misses in accordance with university procedure and advise the College Warden / Tautiaki of any property issues.

- Assist the Warden in managing available resources to support completion of routine college tasks, including various facilities management and maintenance activities.
- Ensure the effective use of Property+ to request assistance and services from relevant support teams as needed.
- Adhere to all legislative requirements, including Health and Safety, privacy legislation and Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.
Ensure incidents and near misses are logged promptly in Vault, and support the College Warden in their follow-up and formal close-out in line with organisational health and safety procedures.

KEY RELATIONSHIPS:

Internal

College leaders
Campus and Collegiate Life Services Divisional Staff
Senior University Management
All College staff
Residents
College Fellows
Student service providers
Office of Risk, Assurance and Compliance
Sustainability Office
Health, Safety and Wellbeing
Human Resources
College Alumni and former residents

External

Otago University Students' Association
Local Social Agencies
Emergency Services
Local Health Agencies
Resident Family and Whānau
Contractors and Suppliers

QUALIFICATIONS AND EXPERIENCE:

Essential

Tertiary qualification or recognised qualification relevant to the role, or equivalent relevant experience.
Proven experience in a leadership or supervisory capacity, managing teams effectively.
Successful track record, over a sustained period, that highlights experience working in the senior secondary or tertiary education sector.
Successful record of leading and supporting young adults in an academic/learning environment.

Preferred

Experience working in the tertiary sector and/or familiarity with a university education environment.
Previous experience in a residential college or similar setting, with a focus on student support and pastoral care.
Experience addressing complex social situations involving young adults, including mental health, harassment and behavioural issues.
Previous experience in a pastoral care or support role.

TECHNICAL SKILLS AND KNOWLEDGE:

Essential

An understanding of or the ability to quickly develop an understanding of residential collegiate life and the University environment and culture.
Proven ability to liaise constructively with a wide range of academics to develop the academic community and learning environment at the college.
Ability to lead a significant portion of the student body in their academic and collegiate endeavours.
Ability to develop and maintain effective leadership among young academics in a scholarly living environment.
Ability to perform effectively and professionally in complex and challenging situations, including mental health and resident wellbeing incidents.

Well-developed leadership and pastoral care skills, particularly for young people living away from home for the first time.

Familiarity with administrative software and online platforms for communication and documentation.

Excellent verbal and written communication skills to effectively engage with residents, staff, and external partners.

SPECIAL REQUIREMENTS:

The Deputy Warden / Tautiaki-Piki will dedicate up to 10% of their annual operational time to support the Divisional Office or the Director of Campus and Collegiate Life Services as required. This may include:

- Chair and contribute to divisional working groups.
- Lead delegated divisional projects.
- Assist at other Colleges to cover leadership shortages, support events or conferences, or during the summer period.
- For live-in Deputy Wardens / Tautiaki-Piki, ~~participate in~~ be available for overnight on-call duties as part of a roster with other live-in staff.
- ~~For~~ live-out Deputy Wardens / Tautiaki-Piki, ~~may be available~~ 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.
- Deputise for the College Warden / Tautiaki when required.
- Hold a current, clean full driver's license.

Work hours during the academic year generally include evenings and weekends. Outside of the academic year, shifts may move to daytime hours as needed.

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:

Authorises minor expenditure from another person's budget in accordance with university financial delegations.

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

CAPABILITY FRAMEWORK DESCRIPTORS

Deputy Warden / Tautiaki-Piki

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	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Actively listen to others and clarify own understanding. Create opportunities for others to be heard Write fluently in a range of styles and formats. Prepare written material that is well structured and easy to follow by the intended audience	Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay accurately to customers Identify and respond quickly to customer needs Consider customer service requirements and provide solutions to meet needs. Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers	Build a supportive and co-operative team environment Share information and learning across teams. Support others in challenging work situations Acknowledge outcomes which were achieved by effective collaboration Engage other teams or work units to share information and solve issues and problems jointly	Utilise facts, knowledge and experience to support recommendations Work towards positive and mutually satisfactory outcomes Identify and resolve issues in discussion with other staff and stakeholders Identify others' concerns and expectations Keep discussion focused on the key issues

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	ADEPT	INTERMEDIATE	INTERMEDIATE
Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/work unit activities Contribute to allocation of responsibilities and resources to ensure achievement of team/work unit goals Seek and apply specialist advice when required	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 and make relevant evidence based recommendations Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/work unit	Take responsibility for own actions and be accountable for the outcomes of others Understand delegations and act within authority levels Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly

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	ADEPT	ADEPT
Be flexible, show initiative and respond quickly when situations change Give constructive and honest feedback and advice using appropriate manner and tone Listen when ideas are challenged, seek to understand the nature of the challenge and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations	Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism within the team/work unit 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 Act to prevent and report misconduct and inappropriate behaviour	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	Seek to promote the value of diversity for the organisation Recognise and adapt to individual differences and working styles Support initiatives that create an environment in which diversity is valued

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