

POSITION DESCRIPTION

Position Title	Student Accommodation Officer		
Organisational Unit	Student Experience Directorate		
Functional Unit	LLC Accommodation Team Ballarat		
Nominated Supervisor	Accommodation Coordinator, Ballarat		
Classification	HEW 6		
CDF Level	CDF1	Position Number	10603364
Attendance Type	Full Time	Date reviewed	03-SEP-2024

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

An ACU education builds on the Catholic understanding of faith and reason working together in pursuit of knowledge and promotion of human dignity and the common good.

An ACU education seeks to transform lives and communities. Students are challenged to look beyond the classroom, solve real-world problems, develop their own search for meaning and cultivate strong professional ethics. They are invited to stand up for people in need and causes that matter.

ACU is open to all. As is common with great Catholic institutions the world over, the university is inclusive and supportive of everyone, every day – regardless of their faith or tradition.

ACU is a young university making a serious impact. Ranked in the top two per cent of universities worldwide and in the top 10 Catholic universities, we're also a leader in employability with 94 per cent of our graduates employed. The university has seven campuses around Australia, a campus in Rome, Italy, and an online campus – ACU Online.

ACU has four faculties, and several research institutes and directorates. We believe our number one asset is our people. It's the character, enthusiasm and dedication of our staff that make this a university like no other. All our staff contribute to the achievement of our goals set out in ACU's Vision 2033 and aim to provide high-quality services with a strong focus on service excellence.

To be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

The structure to support this complex and national university consists of:

- Vice-Chancellor and President
- Provost and Deputy Vice-Chancellor (Academic)
- Chief Operating Officer and Deputy Vice-Chancellor
- Deputy Vice-Chancellor (Research and Enterprise)

- Deputy Vice-Chancellor (Education)
- Vice President and Director (Mission and Identity).

ABOUT THE STUDENT EXPERIENCE DIRECTORATE

The Student Experience Directorate delivers a world-class student experience by creating engaging environments in which students form strong connections with their peers and develop a deep sense of belonging to the vibrant ACU community. The Directorate is aligned to the student journey from an academic, support services and a social perspective, integrating the contact points between the student and the university services, programs and activities students can access throughout their study.

The Student Experience Directorate promotes student engagement in university life, provides opportunities for sport and leadership development, and enables students to develop graduate attributes making them career-ready professionals. The Directorate provides resources for individual cohorts – for example, international students, and elite athletes and performers – and collaborates with other business units such as Campus Ministry and First Peoples, to enable an holistic approach to the student experience at ACU. The Directorate supports ACU's national and campus-based student associations, and student clubs and societies. The Directorate also delivers university-wide initiatives to comply with regulatory and statutory requirements including Student Safety, and Safeguarding Children and Vulnerable Adults. Student experience work units include the Careers and Employability Service, Student Welfare and Counselling, Access and Disability, Safeguarding and Student Safety, Student Accommodation, Sport including the Elite Athlete and Performer Program and ACU Active, Medical Centres, Student Life, Transition, and the Student Advocacy Service. These services support students to achieve their academic and personal goals, and to thrive during their time at ACU and beyond.

ABOUT LIVING AND LEARNING COMMUNITIES

ACU is developing a University-wide student residential strategy. ACU believes that student residences are important because:

- Safe, clean, affordable accommodation promotes secure study patterns.
- Students in residence can experience community living and learning.
- Residences give the university an opportunity to support students' academic, social, spiritual and person development goals.
- Residential experiences can assist students in developing leadership and the ACU Graduate Attributes.

ACU Living and Learning Communities aim to provide the opportunities for student support and development. At ACU education is holistic; our Living and Learning communities promote academic achievement, health and wellbeing, participation in sport, spirituality, internationalisation, leadership and community engagement.

The University recognises that its distinctive character ultimately depends on the intellectual, social and moral quality of its students. ACU is rightly proud of its students, graduates and alumni.

The challenge is to build a community of students and friends, who by engaging in residential life will become successful students and contributors to ACU and their professions. Through living and learning with peers in residence and on campus, students will develop graduate attributes including communication and interpersonal skills, resilience and leadership. Students will be encouraged to understand the ACU Mission and to reflect on and build values and commitments.

The dignity of the human person is the foundation and criterion for mutual relationships in the life of the University. It is expected that this will be expressed by a responsible commitment on the part of all students and staff to justice, equity and concern for mutual wellbeing, actively informed by a sensitivity to individual circumstances, individual and collective responsibility, and awareness of situations of injustice.

ACU Living and Learning Communities have established a new standard in student engagement in the University. Students will be encouraged to commit to building true community and to partner with Student Engagement and Services staff to develop this new opportunity for students at ACU.

POSITION PURPOSE

The Student Accommodation Officer provides comprehensive support at the ACU student accommodation residence. The position will provide administrative support to ensure the efficient, safe and customer friendly management of the property whilst contributing to ACU's Living and Learning Community. This position is responsible for supporting the administrative and operational activities of the accommodation in a manner that is aligned with the University's mission and the Living and Learning Communities strategy.

The Student Accommodation Officer is the first point of contact for residents, guests, landlords and suppliers. Involved in the administration of residential support programs, the position will process contracts and invoices and support other day to day administration as needed and will work to ensure students feel at home in the residence. The position holder will also assist in the promotion of residential accommodation to potential students on campus and at regional school expos. Occasional travel between campuses will also be required from time to time to support the growth of the national residential strategy.

KEY RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- [ACU's Vision 2033](#)
- [Catholic Identity and Mission](#)
- [Code of Conduct for all staff](#)
- [ACU Capability Development Framework](#)
- [ACU Staff Enterprise Agreement 2022-2025](#)
- [ACU Staff Reconciliation Action Plan](#)

The [Capability Development Framework](#) describes the core competencies needed in all ACU staff to achieve the university's strategy and supports its mission.

Responsibility	Scope
Support the Accommodation Coordinator in the management of the student accommodation to ensure operational and student wellbeing issues are dealt with in a timely manner through the Critical Incident Framework.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit

Responsibility	Scope
Share responsibility for the after hours on-call duties with the Accommodation Coordinator, to ensure students have access to support 24 hours a day. This can include a call-back to duties in critical incidents.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Provide administrative duties which support the implementation and delivery of the Residential Life Program. This includes providing guidance and support to Residential Advisor team and supporting the Accommodation Coordinator to build the living and learning community.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Input meaningful data into the StarRez system and other University software platforms and create reports to maintain a well run and well documented facility.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Periodically attend and provide administrative support for the business' marketing opportunities; campus events, open days, information days and other marketing events and attend as required. Some of these events are after hours or on weekends. This involves some event coordination and the provision of accurate information and maintaining timely communication with key stakeholders.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Provide monthly financial, vacancy and debt reports for the Accommodation Coordinator to support effective decision making for the business unit.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Provide administrative support for the sales functions of the business including, attending to sales enquiries, processing payments, strategic room allocations, prepare student lease agreements, maintain accurate waitlists and assist with student check-ins and departures, to achieve and maintain high occupancy levels.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Communicate with students to assist them to solve day-to-day practical problems to ensure the consistent management of the residence while maintaining resident satisfaction at a high level. Escalating more complex matters to the Accommodation Coordinator.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Assist with the facilities and maintenance requirements of the business, working with the Universities Facilities Management team and external contractors to provide access to maintain a safe, operational and well-presented property.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Prepare the renewal of head lease agreements for managed residential landlords, ensure rental payments are made bi-annually and communication regarding maintenance or other requirements are maintained to a high level of customer service.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit

HOW THE ROLE OPERATES

The position will need to seek approval from their supervisor before making changes to processes and procedures.
The position is expected to identify and recommend improvements to their supervisor before implementation.
The position seeks and creates business opportunities for the organisation by liaising with a range of external stakeholders.
This position does not have managerial responsibilities.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	<ul style="list-style-type: none"> • Qualification - Completion of a relevant degree; or an equivalent combination of relevant experience and/or education/training. • Skill - Demonstrated ability to communicate effectively with staff at all levels, including stakeholders external to the organisation, to provide an excellent client service and meet organisational objectives. • Skill - High level of administration ability to research, design and create business templates, letters, standard operation procedures and reports. • Skill - Demonstrated ability to effectively plan work activity, prioritise time and resources using established processes and technologies to achieve optimum efficiency and effectiveness. • Skill - Demonstrated capacity to deliver against sales targets and experience with and understanding of marketing campaigns. • Skill - Sound IT skills, including demonstrated experience in word processing, database management, Excel, financial management systems and Property Management Software (StarRez preferred). • Skill - A team player who attends to operational and promotional activities and events as required by the business unit in a timely manner. • Experience - Some experience in student accommodation, real estate or property management would be well received.
Core Competencies:	<ul style="list-style-type: none"> • Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values. • Keep stakeholder interest at the core of ACU business decisions and ACU service excellence as a top priority. • Work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence. • Communicate with purpose. Gain the support of others for actions that benefit ACU. Negotiate for mutually beneficial outcomes that are aligned with the Mission, Vision and Values of the University. • Take personal accountability for achieving the highest quality outcomes through understanding the ACU context, self-reflection,

	and aspiring to and striving for excellence.
Essential Attributes:	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
Working with Children and vulnerable adults check	Evidence of the ability to work with children and/or vulnerable adults, and contribute to and protect their safety and wellbeing. The successful applicant of this position will be required to hold a valid working with children clearance for the State or Territory in which the position is located.

REPORTING RELATIONSHIPS

For further information about the structure of the University, refer to the Organisation Chart <https://www.acu.edu.au/about-acu/leadership-and-governance/leadership/organisational-structure>

