

*Equity principles underpin all UNE policies and procedures. The University is committed to EEO principles, values cultural diversity, and recognises that all its employees have a contribution to make in ensuring an equitable and harmonious working environment*

## UNIVERSITY OF NEW ENGLAND

### POSITION STATEMENT

<b>POSITION TITLE:</b>	Head of Residence
<b>RESIDENCE:</b>	<b>Variable</b>
<b>CLASSIFICATION LEVEL:</b>	HEO 10
<b>DATE CLASSIFIED:</b>	30 January 2009
<b>REPORTS TO:</b>	Director, UNE Residential System

#### **DIMENSIONS OF THE POSITION:**

The Residential System is an important and distinctive feature of the University of New England and is central to the university experience of the majority of on-campus students. The UNE Residential System consists of seven residences, comprising colleges and an apartment village, which provide a range of living arrangements for students. A Head of Residence is responsible for providing leadership in the development and management of the academic support, life-skills and welfare of their residents.

The residences provide a high level of pastoral care and support for academic, sporting, cultural, community service and social activities. Key features of pastoral care include: a structured hierarchy with collegiate leadership; problem solving and referral; training; personal development and enhancement of leadership skills; opportunities for community participation, contribution and learning; academic support; financial mentoring; career preparation; and clearly defined community standards which limit individual, community and University risk.

The Head reports to the Director, UNE Residential System and is responsible for a team of paraprofessional and professional support staff in the execution of their duties. The position involves responsibility for providing 24 hour support for the residents and as such will require flexible hours, (e.g. some evening and weekend work). In addition the Head may be required to attend emergencies at any time.

#### **POSITION OBJECTIVE:**

The Head is to develop and manage the pastoral and academic support services to ensure the provision of a safe, academically oriented, and supportive educational and social environment. The Head is responsible for ensuring the provision of services to students to support their academic and personal development, leadership and community involvement, welfare, safety and security. These programs should equal or exceed national and international benchmarks.

The Head is responsible for the accurate and timely implementation of University policies and procedures, with due respect for risk management principles in conjunction with the Central Office of the Residential System.

The Head is required to work with the Assistant Director and Director of the UNE Residential System for the successful and economically sustainable operation of the UNE Residential System to ensure a positive academic and social environment that contributes to full occupancies, and participation in projects-based initiatives that continuously improve the residential environment as a business and living entity.

## **DUTIES:**

Under direction from the Director, UNE Residential System and in accordance with University policies:

1. Provide leadership of the residential communities in their portfolio and take a leadership role in developing, reinforcing and initiating appropriate traditions.
2. Be accountable for the pastoral management of residence(s), and contribute to identifying the most effective use of the individual and collective financial, human and physical resources of the UNE Residential System.
3. Contribute to the strategic direction, high level planning and the development of policies and procedures for the UNE Residential System.
4. Provide advice on the planning, development, utilization, enhancement and major maintenance of the facilities, buildings and grounds of the Heads' residence(s)
5. Be accountable for the provision and management of pastoral, academic, social and community services to support facilitate, recognize and reward students in their academic and personal achievements.
6. Be accountable for providing guidance to students and programmes that support their personal development, welfare and safety, including referral to other professionals as appropriate.
7. Contribute to the development and equitable implementation of agreed guidelines and disciplinary protocols and procedures that ensure the comfort, good order and positive living learning environment.
8. To provide management and leadership to support staff and student leaders in the maintenance of agreed community standards.
9. Be responsible for the annual appointment, training and support of the Senior Resident Fellows, Resident Fellows, Academic Assistant and other student leadership positions in their residence(s).
10. Be responsible for the expenditure of funds allocated to academic, pastoral and community support activities including entertainment.
11. To ensure the implementation of residential policies and procedures are compliant with relevant over-arching UNE policies and procedures.
12. Initiate and manage the development and maintenance of relationships with professional networks, fundraising opportunities, alumni, and the local and regional communities in conjunction with relevant offices at UNE.
13. Represent, promote and market the UNE Residential System within and outside the University including some participation on University committees as required.
14. Be responsible for ensuring the University's policies, procedures and commitment to equal opportunity, risk management, occupational health and safety and quality assurance are implemented, and adhered to, in their areas within the UNE Residential System.

## **QUALIFICATIONS AND SELECTION CRITERIA:**

1. A Bachelor's degree or above, together with extensive relevant professional management expertise and experience; or an equivalent combination of relevant knowledge, training and/or experience.
2. Demonstrated effective leadership skills appropriate to the management of a small team of support staff including students, and appropriate for the living/learning context of a residential environment.
3. Demonstrated understanding of academic support and personal development needs of students and ability to meet those needs.
4. Experience in strategic planning, goal setting, administration and 'management by objectives'.
5. Demonstrated superior interpersonal, negotiation, mediation and liaison skills.
6. Demonstrated ability to deal effectively and empathetically with young adults and other demographic groups including international students, and evidence of ability to maintain discipline and good order within a residential system.
7. Ability to promote the philosophy of collegiate tertiary residential life (and the goals, history and traditions of a Residence).
8. Demonstrated understanding and commitment to OH&S, risk management, quality assurance and EEO principles as they relate to the position.