

## Student Accommodation Assistant

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### Kaupapa | Purpose

To assist with the management of a range of student-focused accommodation services to EIT, with a strong focus on maintaining cleanliness, ensuring timely maintenance, and providing pastoral care to support resident wellbeing.

**Reports to:** Student Accommodation Manager

**Team:** EIT | Te Pūkenga team

**Location:** Hawke's Bay Campus, with some travel to other accommodation, as required

**Remuneration:** TBC

**Date:** August 2024

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### Ngā Hononga Mahi | Working relationships

**Internal:** Pouārahi ākonga, Code of Practice Lead, Student Support staff, International Student Support Officer, Younited Student Union, Facilities Manager and team, Safety and Wellbeing team, Finance team, Registry team, People and Culture team, other EIT kaimahi.

**External:** Relevant industry bodies, third party contractors, security company, accommodation review inspectors

**Resource delegations and responsibilities:**

**Financial:** Not applicable

**People:** Not applicable

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### Ngā mahi | Do

- Assist with processing accommodation applications and maintaining accurate records.
- Ensure all accommodation units and bedrooms are clean, well-presented, and equipped with appropriate furniture and amenities prior to new arrivals.
- Conduct new resident inductions, including completion of required administrative tasks.
- Support residents in settling in and respond promptly to queries and issues throughout their stay.

- Communicate accommodation rules clearly and help residents make the most of their decision to stay in EIT accommodation.
- Carry out regular wellbeing checks in line with the Pastoral Care Code of Practice and maintain accurate documentation.
- Perform routine accommodation inspections and follow up with residents or Facilities to maintain standards.
- Report maintenance issues promptly and liaise with Facilities staff to ensure timely resolution and compliance with the Pastoral Care Code of Practice.
- Undertake minor maintenance tasks as agreed with the Facilities Manager.
- Monitor contractor performance (e.g., security, gardening) to ensure service standards are met.
- Manage resident check-out processes, including final inspections and bond refund administration.
- Assist with collection of accommodation fees and liaise with Finance for payments, debt collection, and reporting.
- Maintain efficient administrative systems to support accommodation operations (e.g., booking systems, application records, guest bookings).
- Assist with budget preparation as required.
- Provide reasonable cover for absent team members when needed.
- Comply with escalation protocols and maintain up-to-date contact lists for residents and staff to manage safety issues or emergencies outside normal hours.

### **Resident Wellbeing and Support**

- Establish and maintain high-trust, positive relationships with residents to support their overall wellbeing.
- Conduct regular wellbeing checks and provide empathetic pastoral care in accordance with the Pastoral Care Code of Practice, ensuring accurate and confidential record-keeping.
- Promote and foster a safe, inclusive, and supportive residential community that prioritizes student wellbeing and safety.
- Assist with resident surveys and contribute to actionable feedback processes.
- Collaborate with EIT's student support teams and other relevant services to ensure holistic support for residents.

### **General**

- Comply with EIT | Te Pūkenga policies and procedures.
- Contribute to a healthy workplace by implementing safe work practices and strategies to effectively manage personal wellbeing.
- Undertake additional responsibilities and tasks relevant to this position as requested by the position manager.

### **Demonstrate commitment to:**

**Te Tiriti o Waitangi.** Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

**Ākonga at the Centre.** Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

**Equity.** Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

**Vocational Education and Training Excellence.** Through quality provision for all ākonga, meeting the regional needs of employers and communities.

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## Pūkenga | Have

- A minimum of 1 year experience in an administration/customer service position, **required**.
- A high level of computer literacy, **required**.
- Fit and able to handle physical duties, including lifting, **required**.
- Full NZ Driver's Licence, **required**.
- Experience working in the accommodation industry, **desired**.
- Practical facilities experience and skills, **desired**.
- Knowledge of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, particularly with outcomes relevant to the student accommodation, **desired**.
- Well-developed written, digital and verbal communication skills.
- An understanding of and experience in supporting the inclusion and application of Te Tiriti o Waitangi practices in a workplace setting.
- Ability to support and advocate the use of te reo, tikanga and mātauranga Māori in the workplace.
- Ability to support and advocate approaches that promote equity and prioritise the needs of priority groups.

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## Waiaro | Be

**Authentic and Inclusive:** Promote an environment of inclusion and authenticity, where all contributions are valued. Be courageous disrupt inequities for all, including Māori, Pacific and disabled peoples. Hold the conviction that meaningful partnerships with Māori/iwi will contribute to progress for all.

**Connected:** Integrate waiaro-sustainable thinking into your everyday mahi, meeting the needs of the present, without compromising our ability to meet our needs for the future.

**Collective:** Maintain a focus on results and delivery to build a sustainable, world class, vocational education and training network. Lean into transformation, challenge the status quo and choose courage over comfort to create better results for EIT Te Pūkenga, employers, ākonga and their whānau.

**Self-Awareness:** Accept change with confidence, understanding how to create the conditions you and others need to thrive. Demonstrate humility, be reflective and self-aware, always seeking to grow personally.

**Ako:** Hold lifelong learning as vital in connection, hauora, and continuous improvement both personally and professionally. No matter your role, recognise your mahi contributes to making a positive difference for our ākonga and their whānau, and their ability to create thriving communities. Recognise Te Tiriti o Waitangi as a powerful mechanism for taking positive action in Aotearoa, and a pathway to achieve equity for all.

**Mana tāngata:** Contribute to a connected, creative, compassionate workplace, where teams are committed to growth, learning and achieving our shared purpose. Contribute to maintaining a safe environment for learning and development, in all you do, including Te Tiriti, equity, academic and professional excellence. Recognise kaimahi and whānau wellbeing are interconnected, when we support personal and professional growth we contribute to Te Oranga/participation in society.