

TE WHAKAATURAKA MAHI / JOB DESCRIPTION

Position Title *Te tūraka mahi* : Village Manager

Area *Te Tari*: Te Pā Taurira

Reports to (title) *Ka whakarataia e*: Deputy Executive Director: Operations

SP10 placement: F Band

Primary purpose *Te take matua*

To provide operational and strategic oversight of all aspects of the Otago Polytechnic student accommodation in Dunedin – Te Pā Taurira & support to Cromwell accommodation.

Key responsibilities/accountabilities *Ko ngā takohaka matua / ko kā kaweka matua*

In order of importance, state the major responsibilities / accountabilities of the position and what is achieved

Key responsibilities / accountabilities <i>Ko ngā takohaka matua / ko kā kaweka matua</i>	Outcome Kā hua
Accommodation Operational Management	<ul style="list-style-type: none"> All aspects of Te Pā Taurira are effectively and efficiently managed, in line with relevant legislation and all OP policies and procedures. All accommodation is compliant to the NZ Pastoral Care Code of Practice. Some weekend and evening work as required to the benefit and operation of the community. Additional escalation contact person after hours if unable to be resolved by rostered oncall staff. Budget targets are achieved, debt is maintained at appropriate levels, costs are controlled, and financial reporting requirements are met. The summer/short stays business is well run and profitable. Effective administration systems are in place that support the smooth running of the business and that are consistent with Otago Polytechnic policy and processes. Systems and processes are in place to identify, manage and mitigate risks across student accommodation sites. Student accommodation marketing initiatives and campaigns are well planned in collaboration with the Marketing, Communications and Engagement team. OP's strategic goals, plans and frameworks are embedded throughout student accommodation operations, and plans are developed where required to further embed strategic imperatives. This specifically includes the Māori Strategic Framework, the Pasifika Strategic Framework, H&S Strategy and Sustainability Strategy.
Leadership of the Student Accommodation Team(s)	<ul style="list-style-type: none"> Proactive day-to-day leadership and coaching of the student accommodation team(s) to ensure that the team can achieve team performance goals and that individual team members receive timely and appropriate feedback and have development plans in place. A strong values-based culture is developed and staff support and demonstrate the OP Values.

Residential Life and Support	<ul style="list-style-type: none"> Relationships are established with residents that are high-trust and enable good information sharing and compliance with Te Pā Tauria regulations. Referrals to other support services are completed as required. Ensure the provision of a positive, fun and inclusive community that is conducive to study and supported the development of skills for independent living. Conduct resident disciplinary matters and review as required for resident breaches of the Residency Agreement and Village Rules. Provide an escalation point for the Evening Duty Manager as required to assist with resident safety issues out of hours. Residential life and academic support programmes are consistently rated by students as excellent. Pastoral care is effective, and residents are appropriately supported.
Observe principles and practices of Equal Employment Opportunity and Diversity	<ul style="list-style-type: none"> Fair treatment in the workplace is delivered and observed
Fulfill Safety and Wellbeing responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Safety and Wellbeing Policies	<ul style="list-style-type: none"> Achievement of a healthy and safe work and learning environment New and existing hazards will be pro-actively identified and managed Incidents, accidents and occupational illnesses immediately reported Safe work methods will be adhered to including the use of Personal Protective Equipment
Fulfill Information Management responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Information Management Policy	<ul style="list-style-type: none"> Create, maintain and store full and accurate records of activities, transactions, and decisions carried out in the course of daily business. Records are to be disposed of only when legally authorised to do so, as per Disposal Authorities: DA424 and GDA 6 and 7 Otago Polytechnic records are not to be created or maintained in any personal or private cloud storage services (e.g. DropBox)
Demonstrate organisation's values on a daily basis	<ul style="list-style-type: none"> Alignment to organisation behaviours is adhered to ensuring consistency in approach and delivery of outcomes Our values are consistently demonstrated.

Inherent Requirements:

Inherent requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job
- Meet the productivity and quality requirements of the position
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

Key working relationships *Kā honoka mahi matua*

Key working relationships <i>Kā honoka mahi matua</i>	Nature and purpose of contact <i>Te āhua me te take o te honoka</i>
Deputy Executive Director: Operations	Formal Leader. Provide strategic and operational advice (both ways). Provide assistance and seek instruction on a wide range of matters.
Student Accommodation Kaimahi (Staff)	Provision of formal leadership, advice on a wide range of matters and information sharing (both ways).
Te Pā Tauria residents, parents and guests	Provision of high level customer service, pastoral care and support.

Student Success, Safety and Wellbeing and other Schools/Colleges/Service areas	Provide strategic and operational advice. Seek feedback and input and provide information.
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Decision making authority *Kā rakatirataka whakatauka*

Decisions expected <i>Kā whakatauka tūmanako</i>	Recommendations expected <i>Kā taunaki tūmanako</i>
Prioritisation of work load and portfolio to bring about maximum organization benefit	Priorities determined
All decisions to be made in line with relevant policy and/or as delegated by the DCE	Recommendations expected to DED/ELT for expenditure beyond delegated limits, and any operational matters that would impact the team or OP more broadly.
Approvals in accordance with the Delegations of Authority; sign off letter of appointment and variations as required.	Decisions and Expenses approved in line with budget and delegation in a timely and accurate manner. These are as per Otago Polytechnic policies as amended from time to time

Position dimensions *Kā āhuataka tūraka*

List the relevant financial and staffing dimensions for which this position is accountable.

- **Sales/revenue:** Achieve annual budgeted revenue targets
- **Budget:** TBC
- **Number of employees reporting directly:** 3

Selection Criteria – Knowledge & Skills *Whakariteka Kōwhiritaka - kā mātauraka me kā pūkeka*

Essential:

- Strategic and operational planning skills
- Demonstrated experience or understanding of working as an effective Tiriti o Waitangi partner
- Demonstrated experience working in pastoral care
- Exposure to and experience in operating a successful business
- Experience leading a high performing team
- Understanding of the Tertiary Education System and associated social norms / expectations
- Experience in facilitating successful resolutions or outcomes
- Computer literacy, and competence in a range of software packages and computer systems
- A clean, full NZ driver's license
- First aid trained and certified

Desirable:

- Knowledge of the New Zealand Education Code of Practice

Selection Criteria – Education and Experience *Whakariteka Kōwhiritaka - kā kuraka me kā wheako*

Essential:

- A degree level qualification in hospitality, education, business or administration
- Demonstrated leadership experience within the accommodation, hospitality or service industry

Desirable:

- Experience working in tertiary education residential facilities

Personal Attributes *Kā Āhuatanga Whaiaro*

- Be an effective Te Tiriti o Waitangi partner by supporting the values and tikaka of mana whenua throughout your mahi
- Facilitative and collaborative leadership style
- High level of professional and ethical conduct
- High level customer service skills
- Effective time management skills
- Excellent written and verbal communication skills, and the ability to positively influence and build effective relationships
- Excellent problem-solving skills and ability to work well under pressure
- Initiative, enthusiasm and a positive attitude
- Be an effective Te Tiriti o Waitangi partner
- Empathetic nature, and able to relate well to others

This position description outlines the key accountabilities/ responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.