

# Student Accommodation Manager

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## Kaupapa | Purpose

- To manage a range of student-focused accommodation services to EIT
- To foster and promote a supportive, safe and respectful residential community and an environment that is conducive to study and supports the development of skills for independent living

**Reports to:** Manager, Learner Support Services

**Team:** Student Support Services - Student and Academic Services

**Remuneration:** Manager's Individual Employment Agreement Salary Range

**Date:** April 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 – Transaction processing, Registry team, Marketing and International marketing teams, People and Culture team, other EIT kaimahi.

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

**Resource delegations and responsibilities:**

**Financial:** Approves routine expenditure within budgetary limit.

**People:** Manages accommodation kaimahi

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## Ngā mahi | Do

### Customer Management

- Manage applications for all student accommodation from beginning to end, including maintaining waiting lists, room allocation, fee collection, queries, check out inspections and refund processes.
- Manage timely, relevant, and quality resident induction programmes.
- Manage resident disciplinary matters, as required for potential breaches of the Residency Agreement and Accommodation Rules.
- Ensure compliance with the requirements of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 and amendments, particularly with outcomes relevant to student accommodation.
- Establish relationships with residents that are high-trust, and enable good information sharing and compliance with the housing purpose, rules and expected behaviours.
- Establish and manage appropriate and regular satisfaction surveys, report, respond and escalate resident feedback.
- Develop and implement procedures for capturing and reporting on ad hoc feedback from residents, including taking remedial actions and reporting on findings.
- Promote and foster a positive, supportive, fun and inclusive community, to support the wellbeing and safety of residents.

- Ensure that wellbeing checks for all residents in EIT owned and managed or third-party managed accommodation are undertaken in accordance with the Code of Practice and provide regular reporting to evidence this.
- Ensure wellbeing concerns are escalated as appropriate, and referrals to support services are made in a timely manner.
- Maintain strong relationships with the wider student support team and International Student Support Officer, and keep up to date with support offerings available through these areas and throughout EIT.
- Provide and maintain a detailed escalation process and contact list for residents and kaimahi to assist with resident safety issues/emergencies out of hours or when otherwise unavailable.
- Manage the relationship between EIT student accommodations and the third party security company.

#### **People and Services Management:**

- Maintain efficient office systems to support the accommodation operations, which are accessible (as appropriate) and comply with EIT policy and procedure, including booking systems, applications processing, and cash management.
- Ensure the maintenance of relevant records, including compliance with the Privacy Act 2020.
- Responsible for managing the recruitment, induction, training, and general management and performance of accommodation kaimahi.
- Work closely with People & Culture team for all employment agreement and legislative requirements, including managing any casual and fixed term kaimahi hours.
- Arrange and participate in professional development activities for own position and kaimahi.
- Manage the facilities and undertake daily tasks during holiday periods to maximize occupancy, including the booking in and out of guests, collection of fees, preparing residences for visitors and all other tasks associated with the smooth and efficient operation of the accommodation.
- Actively market and promote EIT student accommodation offerings and respond to enquiries.
- Contribute to and develop student accommodation expertise through involvement in communities of practice and the development of policies and operating procedures for EIT accommodation, ensuring they are available for inclusion in EIT reporting, as required.
- Contribute to a healthy workplace by implementing safe work practices and strategies to effectively manage personal wellbeing.
- Completes other duties, as relevant to the position and as requested by the position manager.

#### **Finance Management:**

- Assist with the preparation of budgets, and provide monthly operating reports as agreed with the manager and Finance team.
- Liaise with Finance regarding fee payments, debt collection and reporting.

#### **Property Management:**

- Ensure appropriate furniture and equipment is provided and maintained to acceptable standards of use.
- Work closely with Facilities Manager and team for grounds and buildings maintenance to ensure accommodation is well presented and maintained to acceptable standards.
- Undertake minor maintenance, as agreed with Facilities Manager.
- Escalate facility issues in the agreed way and within an appropriate timeframe, and review services work completed by contractors such as security, gardeners, etc.

## 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

- Tertiary qualification in a relevant field: Service Industry, Tourism, Business, Trades, or equivalent body of knowledge gained through experience.
- Experience managing in the accommodation industry and staff, preferably tertiary hostels, but motel/motor camp facility management is relevant.
- Knowledge of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, particularly with outcomes relevant to the student accommodation.
- Good organisational and administrative skills and a proven ability to plan and meet deadlines.
- Knowledge and understanding of the vocational education sector with a strong sense of empathy for students looking to study successfully.
- Well-developed written, digital and verbal communication skills.
- Ability to develop relationships, anticipate needs and apply initiative.
- Ability to manage change positively.
- Environmental awareness around managing accommodation, e.g energy conservation and waste removal.
- Practical facilities experience and 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 to 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. Embrace Te Pae Māhutonga, and the interconnectedness of environmental, social, economic and cultural wellbeing.

**Collective:** Seek progress over perfection, moving forward with aroha, empathy and persistence. 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:** Navigate yourself, and lead others through 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 and as a leader.

**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. Create 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.

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