



# Knox College & Salmond College Incorporated



## POSITION DESCRIPTION

**JOB TITLE** Residential Staff Member {Residential Leader - Salmond College}  
{Sub Master - Knox College}

**PLACE OF WORK** Knox College/Salmond College

### ORGANISATION

Knox College and Salmond College Incorporated operates as one organisation with two Colleges on one large site, each with its own different ethos. The organisational goal is to provide services to the student community consistently across the whole site to maximise level of service and economic efficiency. This means that staff members of both Colleges are expected to work closely together to coordinate many aspects of their work and provide support in times of crisis or staff absence.

#### 1. PRIME FUNCTION:

To support the Head of the College in providing assistance with student welfare and pastoral care including the safety and well-being of the residents, supporting residents to achieve success in their academic efforts and personal growth, contributing to the development of a strong and cooperative community environment and supporting the operation of the College.

#### 2. MAIN OBJECTIVES

- a) Work to promote and achieve the prime function;
- b) Assistance with student welfare matters including providing for the emotional and physical well-being of residents, their health and safety;
- c) Actively support the academic mentoring processes of the College;
- d) Complete administration and other duties as specified;
- e) Promote and uphold University of Otago, Otago Polytechnic and College policies within the College community;
- f) Ensure that College Handbook regulations and guidelines are correctly followed;
- g) Act in such a manner and perform duties to foster a sense of a collegiate community;
- h) Actively support the Student Executive body;
- i) Attend College functions as directed by College management;
- j) Participate and contribute as a staff team member;
- k) Even when off-duty act as a role model, mentor and leader within the College community.

#### 3. KEY TASKS

##### 3.1 Administration

- a) Assist with the arrival and departure of residents as required.
- b) Assist visitors and answer enquiries
- c) Take an equal share in Residential Staff Member rostered duties as outlined (see section 3.5). Note that the roster includes academic holidays.

##### 3.2 Resident Welfare

- a) Help to instil a sense of community within the College, by developing a good spirit within your designated neighbourhood, actively supporting College events, being present at meal times, and encouraging residents to respect one another and to get involved in the life of the College.
- b) Assist with the integration of all residents into College life.
- c) Liaise between residents and the Head or Deputy Head of the College.
- d) Be familiar with services available to residents through Student Health and other agencies.
- e) Provide basic advice, pastoral support and first aid for residents as needed; seek assistance and make referrals when necessary.
- f) Provide primary intervention with residents who are ill and inform the Head and/or Deputy Head of such cases.
- g) Encourage responsible behaviour amongst College residents and ensure the rules and regulations of the College are upheld.
- h) Endeavour to prevent residents putting themselves, or others, at risk through infringement of College rules and regulations, or from dangerous or foolish behaviour.

### **3.3 Property Maintenance and Security**

- a) Check floors and common rooms regularly to ensure reasonable standards of tidiness, cleanliness and maintenance.
- b) Report promptly any loss or damage.
- c) Respond appropriately to all alarms, complete all procedures as instructed and see that residents' responses are in accordance with official instructions.
- d) Assist in maintaining a record of accidents/incidents within the College and the prompt completion of accident/incident forms where necessary, detailing any sensitive incidents for the Head's attention using the prescribed forms.
- e) Deal with unforeseen hazards that threaten physical safety or well-being.
- f) After-hours lockup as required.

### **3.4 Academic**

- a) Ensure that conditions for study are maintained through effective supervision of residents.
- b) Be familiar with courses undertaken by residents in their areas.
- c) Support those studying in their own fields.
- d) Be aware of major test and assignment demands of residents in your designated neighbourhood or floor.
- e) Refer residents to appropriate help, where required.

### **3.5 Rostered Duties**

Generally, a Residential Staff Member will have a number of duties each fortnight. These will consist of both 'main' and 'back-up' roles.

- a) Attend dinner in the evening and other meals as required to provide a visible pastoral presence.
- b) Open the office and kitchen at designated times to complete admin duties, give out parcels and answer enquiries.
- c) Handover to night staff/security personnel.
- d) Assist with supervision of College events as per duty roster.

### **3.6 Discipline**

- a) Monitor the observance of College rules and regulations (especially in regard to alcohol, noise and visitors) to ensure responsible standards of behaviour.
- b) Report breaches of College rules to the Head and/or the Deputy Head of the College.

### **3.7 Reporting Procedures**

- a) Compulsory attendance at regular meetings with the Head and/or Deputy Head of the College.
- b) Submission of Duty Staff, Neighbourhood and other reports in a prompt and timely manner.

### **3.8 General**

- a) Attend the compulsory training programme at the College in the fortnight prior to the start of the academic year, to assist Residential Staff Members to fulfil the role's responsibilities, and attend other training and review sessions as reasonably requested by the Head of the College.
- b) Work as a high-performing team member at all times;

c) Carry out any other duties that may from time to time be reasonably requested to perform.

#### 4. RELATIONSHIPS

**Directly responsible to:** Head of College with day-to-day line responsibility through the Deputy Head of College

**Functional relationships with:** Student residents  
Knox Sub-Masters and Salmond Residential Leaders  
Other College staff  
Student Executive body  
External and internal contracted staff  
Guests, Fellows, alumni and visitors to the College

#### EXPECTED OUTCOMES:

1. Build good relationships with residents.
2. Promote positive personal and academic role modelling.
3. Promote a positive College environment.
4. Ensure standards of care are maintained.
5. Ensure timely attention is given to security matters.
6. Carry out all duties in a timely manner.
7. Perform administration duties efficiently and effectively.
8. Promote and follow University of Otago, Otago Polytechnic and College policies and procedures.
9. Carry out appropriate responses to emergency situations.
10. Work as a participative member of staff and contribute as a team member to the College environment and welfare of its residents.

#### SKILLS AND EXPERIENCE:

- Prior study and living experience in a tertiary setting is desired.
- Knowledge of basic first aid techniques (holding a current recognised first aid certificate is preferable; otherwise a willingness to undergo a first aid course).
- Strong organisational, workload and time management skills.
- Effective verbal and written communication skills.
- Experience in successfully organising people and events.
- Good computer skills, including basic proficiency with the MS Office suite (Word, Excel and Outlook).

#### PERSON SPECIFICATION:

- A student at the University of Otago/Otago Polytechnic for the term of their tenure (ideally).
- Eligible to work in New Zealand.
- Strong empathy and understanding of tertiary students.
- Desirable characteristics include high standards of honesty, reliability, adaptability, common sense, patience, problem-solving ability, initiative, the ability to remain calm under pressure, a good sense of humour, conflict resolution, caring, reflective, good personal judgment and well-developed life skills.
- The ability to work collaboratively as part of a team.
- Ability to relate well to others with effective interpersonal and communication skills and confidence in dealing with individuals and groups from varied backgrounds.
- An ability to balance the demands of tertiary study with the work and social demands of the Residential Staff Member's role.