

Position Description – Accommodation Coordinator NT

Updated 24 September 2024

| POSITION DETAILS | |
|---------------------|---|
| College/Portfolio | College of Medicine and Public Health |
| Organisational Unit | Discipline of Rural and Remote Health |
| Supervisor (Title) | Facilities Manager, Rural and Remote Health |
| Classification | Higher Education Officer level 6 |
| Employment Type | Fixed-term, Full-time |

| POSITION SUMMARY |
|---|
| <p>Under general to broad direction, the Accommodation Coordinator NT is responsible for coordinating and managing the student accommodation and campus facilities bookings of Rural and Remote Health (RRH) Northern Territory (NT), including the allocation of students in collaboration with student support teams across NT. The incumbent will be required to reside in one of these regions and travel within the RRH NT footprint as necessary. The role will also assist with the coordination of Fleet management and WHS aspects across the NT region.</p> <p>The position acts as a first point of contact and collaborates closely with internal and external stakeholders for the delivery of high-quality services to both students and staff.</p> |

| UNIVERSITY EXPECTATIONS AND VALUES |
|---|
| <p>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:</p> <ul style="list-style-type: none"> demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred; contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor; promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity; perform their responsibilities in a manner which reflects and responds to continuous improvement; and familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies. <p><i>Northern Territory Government legislation (the Care and Protection of Children Act 2007) now requires all individuals in child related employment or whose duties involve, or are likely to involve, contact with a child, to hold a valid 'Working with Children Clearance' (Ochre Card). This position involves child related work and is assessed as requiring a Working with Children Clearance/Ochre Card.</i></p> <p><i>A National Police Certificate which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.</i></p> <p><i>Staff working in a health care setting are required to be fully vaccinated against COVID in line with the NT Health policy.</i></p> |

KEY POSITION RESPONSIBILITIES

The Accommodation Coordinator NT- is accountable for:

1. Lead management of student accommodation through the accommodation system, including, coordination of bookings and room allocations, identifying and addressing accommodation challenges (shortfalls, peak periods, other matters that may affect efficient allocation of resources), providing timely and effective support to students, coordinating the cleaning and maintenance of accommodation, and managing data for reporting on the use of accommodation and facilities.
2. Providing effective advice, coaching, and support to regional campus administrators on all aspects of student accommodation services, policies and systems.
3. Lead management collection of student accommodation fees, student refund processes and student accommodation finance reporting.
4. Assisting with the on-site Work Health and Safety (WHS) and fleet management across the region in broad consultation with the Facilities Manager and relevant college staff.
5. Ensuring that opportunities for effective online interactivity are built into systems and resources to support teaching and learning.
6. Writing proposals and reports on accommodation and infrastructure use and future requirements.
7. Undertaking project work as required, this may include development of written agreements in consultation with key stakeholders.
8. Assisting in the development of policies and procedures, quality assurance and financial systems to assist with the budget and operational plans.
9. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Relevant tertiary qualification with subsequent relevant experience, or equivalent combination of experience and/or education and/or training.
- Demonstrated experience in the development and support of student accommodation and administration for multiple sites across NT rural and/or remote areas.
- Demonstrated well developed skills with Microsoft Office suite and experience using complex booking and financial management systems relevant to accommodation.
- Demonstrated well developed communication, customer service and interpersonal skills, with the ability to liaise and negotiate with a wide range of university staff and external stakeholders to establish effective strategic partnerships.
- Demonstrated well-developed written communication skills, with capacity to compile and analyse data, prepare internal and external reports and submissions.
- Demonstrated project management skills and the ability to exercise initiative, establish priorities, problem solve and meet deadlines.
- Demonstrated ability to collect, analyse and interpret data and proficiency in working with database or financial systems relevant to accommodation and infrastructure.

- Demonstrated commitment to continuous business process improvement initiatives to evaluate business systems, policies, processes and procedures and generating solutions.
- Demonstrated ability to work independently, accurately and with close attention to detail as well as working collaboratively as part of a team to deliver operational services in a high-volume work environment and achieving strategic outcomes.
- *Demonstrated understanding of real estate and student accommodation options in rural areas (desirable).*
- *Demonstrated commitment to educational, health and general workforce development in rural and remote communities (desirable).*
- *Demonstrated experience with StarRez (desirable).*
- A current driver's licence is essential for this position.

EMPLOYMENT