

## **POSITION DESCRIPTION**

**Position:** Residential Experience Officer – After Hours (REO)  
**Reporting to:** Residential Experience Supervisor (RES) and Director of College Life (Deputy Principal) (DCL)  
**Date:** January 2022

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Emmanuel College is a co-educational residential college within the University of Queensland. Emmanuel College's mission is to provide a collegiate environment in which students undertaking tertiary level studies in Brisbane will have the greatest possible opportunity for academic achievement, intellectual development and personal growth in a supportive Christian environment.

The REOs will play an integral part in delivering on our core purpose of delivering an outstanding collegiate experience. Responsible for providing after-hours support of our students, the role will report directly to the RES, DCL and, as required, on-call staff of the College. Timely student safety, security support are the primary areas of concern for this role.

This is a casual after hours position carried out across a 7-day roster (shifts are 04:00pm to 10:00pm M-F, and 08:00- 22:00 Sat-Sun), during a core operating period of 40-42 weeks per year. This operating period corresponds with the university student year, plus a number of other weeks in which student are present on campus. This role often involves you to be the only staff member on duty and requires the confidence and ability to respond independently, with on-call back up as required. This is a position of trust and responsibility and ensures the safety and wellbeing of our students.

The College takes its duty of care for its residents very seriously. As this student facing role will bring you into situations where potential confidentiality is required or requested, it is important that you understand and follow policies and procedures at all times.

### **Key Tasks**

- Carry out student administration requests in a timely and effective manner.
- Front desk receptionist functions to ensure that residents, visitors and guests receive the assistance and service they require, either directly by reference to Standard Operating Procedures (SOP's) for the REO's, or through directing them to the appropriate internal or external resource.
- Attend to student incidents, alerting the appropriate services and on-call staff if required.
- Report all student related incidents as per Colleges policies and procedures.
- Uphold all College policies as detailed in the College handbook when working with students.
- Monitor CCTV systems
- Liaise with relevant authorities regarding specific incidents and general security matters.
- Note (and address where possible) property damage and maintenance matters.
- Any other tasks as directed by Senior Management.

- Deal effectively and sympathetically with students, parents, academics and guests.

### **Qualifications and Experience**

- Current First Aid /CPR certificate.
- Experience of living in a residential college is considered highly desirable.
- Experience of dealing with young adults (especially students) preferred.
- Experience with working in a small team.
- Proficient in Microsoft Outlook, Word and Excel.
- Experience with (or capacity to acquire same) College's digital workplace platforms.

### **Personal Attributes**

- Strong interpersonal skills, respect for cultural diversity.
- Ability to work effectively in a small team and alone.
- Confidence in dealing with clients of all ages and cultures.
- High personal integrity.
- Have a reliable, responsible and diligent attitude to work.
- Commitment to the College, and ability to work within its Christian ethos, and to the effective execution of all duties.
- Police check and Blue card eligibility are critical criteria.