

## Position Description

**Position:** Residential Experience Officer (Administration) (REO-A)  
**Reports to:** Director of College Life (Deputy Principal) (DCL)  
**Date:** March 2023

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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 role and organisational relationships/lines of reporting

The REO-A role plays an integral part in delivering on our core purpose of providing students with an outstanding collegiate experience. The role is also responsible for managing all student data and responding to day-to-day enquiries from students and parents and referring them on to the relevant staff. Reporting to the DCL, the REO-A is part of the Emmanuel College Student Engagement Team (SET) and maintains effective and professional relationships with students, parents, staff and other relevant stakeholders.

This is a full-time position of 1.0 FTE (5 days per week).

### Confidentiality and Privacy

This is a position of trust and responsibility, and actively contributes to the safety and wellbeing of our students. The College takes its duty of care to its residents very seriously. As this is a student facing role, there are situations where confidentiality is required or requested, and it is important under these circumstances that policies and procedures are followed.

## KEY PERFORMANCE AREAS

- Alignment with the Strategic Directions Statement as developed and approved by the College Board and implemented by the College Principal / CEO.
- Support a positive residential experience through the provision of timely, practical and accurate information and service in daily interactions with residents.
- Assist in the delivery of regular communications to our major stakeholders using our residential management platform.
- Assist in the end-to-end admissions process as the primary administrator from initial engagement with potential students through to their admission.
- Maintain all admission related information and data.
- Maintain data in the residential management platform to ensure all student information is current and timely.
- Assist the Director of College Life (Deputy Principal) with administration support.

## QUALIFICATIONS AND EXPERIENCE

- Experience in the tertiary education sector (desirable).
- Organisational and administrative skills of a high order, including competent use of Microsoft 365 and related workplace platforms, including MS PowerPoint, Excel, Word and equivalent cloud-based services
- Demonstrated skills in the use of software platforms including website content management systems (e.g. WordPress), graphic design (e.g. InDesign/Canva), social media management, email campaigns (e.g. MailChimp) and including the ability to learn new software as required.
- Excellent written and oral communication skills, with attention to detail.
- Ability to work independently and autonomously.
- Strong organisational, planning and time management skills.
- Creative flair and an ability to innovate and challenge the status quo.

- Holder of, or eligible for, a Blue Card and National Police Check.

## **PERSONAL ATTRIBUTES**

- Ability to make decisions consistent with the Colleges' visions, values and strategic plans.
- Exceptional interpersonal skills, respect for cultural diversity and a genuine desire to support young adults along their varied educational pathways to student success.
- Ability to use initiative and take responsibility for all tasks undertaken.
- Awareness of the need, and demonstrated ability, to maintain confidentiality and effectively liaise with, and provide information and advice to, internal and external clients, both orally and in writing.
- Excellent time management skills to organise and manage a wide variety of tasks and projects to meet conflicting priorities and deadlines whilst achieving high quality outcomes.
- A naturally collaborative nature that can thrive in a team environment, interacting positively, cooperatively and equitably with colleagues, sharing best practice.

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Emmanuel College is committed to creating a community focused on equality, diversity and inclusion. We encourage applications from First Nations people, and people of all identities. Our aim is to create a workforce that reflects the community in which we live.