POSITION DESCRIPTION

Position: House Coordinator
Department: Property and Facility Services
Reporting to: Manager, Property and Facilities Services
Directly Supervising: Receptionist & contracted cleaning staff
Salary Range: Band Level 3, $61,000 - $69,000 plus 10% Superannuation and Leave Loading 17.5%
Contact: Kim Hubery – 03 9348 7136
Date: April 2013

POSITION SUMMARY

The purpose of the position is to ensure the professional and efficient management of ‘the front of house’ function and its related services for delivery of exceptional customer service and accommodation experience at Trinity College.

Reporting to the Manager, Property and Facility Services, the House Coordinator’s responsibilities span Reception and its related responsibilities; day to day management of the outsourced cleaning contract, management of the room booking system and quality assurance of all accommodation facilities and surrounding spaces for events. This role works cooperatively with a variety of stakeholders during term time with Residential College and out of term time during peak conference season.

SELECTION CRITERIA

Essential:
1. A qualification relevant to the role at Certificate or Diploma level and or;
2. Demonstrated work experience in customer service/front of house operations or events role ideally in a residential environment
3. Highly developed interpersonal skills with a customer service orientation and desire to offer an enriching student and visitor experience.
4. Effective supervisory skills and experience in leading a small team
5. Excellent communication skills (written and oral) with the ability to communicate with a wide range of people within a culturally diverse education community or similar environment.
6. Strong organisational and time management skills with ability to prioritise competing demands and tasks in order to meet deadlines
7. Experience using credit facility equipment, telephone systems and general office equipment
8. A capacity for self-motivation, to work effectively as a team member and to contribute to the organisational development of the College.
9. An interest in and desire to contribute to the educational vision, values and planning and strategies of the College.
10. An understanding of and commitment to compliance of Occupational Health and Safety legislative requirements.

Further Information:

• Applicants must be Australian Citizens, Permanent Residents or hold a valid work permit or visa. If called for interview evidence of status will be required
• Applicants will be required to bring originals or certified copies of academic and other qualifications if called for interview.
• The successful applicant must secure, or be in the process of securing, a Working with Children approval.

Desired Personal Attributes:
• Initiative
• empathy
• flexibility
• confidentiality
• cooperation
• tact and diplomacy
• strong interpersonal and communication skills
• forward planning skills

KEY RESPONSIBILITIES

House/Front of House

• Manage the Room Management System College wide (FS timetabling and room allocation excluded) which includes student rooms, tutor apartments, Visiting Scholar apartments, functions rooms and external spaces
• Management and coordination of requested room set-ups and set-downs for internal and external events and functions held across all campuses
• Coordinate accommodation facilities for all students and guests in consultation with the relevant Residential College and Trinity Institute staff
• Undertaking quality assurance reviews and preparation of all accommodation facilities and event spaces prior to arrival of guests and students
• Carry out room inspections to ensure rooms are equipped with the correct furnishings
• Ensure corridors and common areas are clear of obstacles, neat and tidy
• Assist with the signing in and out of students at term and mid semester breaks, checking in and out of conference guests and liaising with associated parties such as the Residential College, PF&S, and Trinity institute where required.
- Processing ISS Office/ 'Aus Aid' guest and keeping the General Manager, Trinity institute updated on these bookings
- Generate and distribute Advantage/'Swipeys' and Vingcards for all College students, visitors and guests and maintaining the required records for these where required
- Bear card recharging for students and processing credit card/EFTPOS payments from students and for guests accounts in line with policies provided by Finance
- Organising gate/door opening arrangements for all internal/external events
- Ensure Internet access, car parking requirements and access to laundry facilities for all guests – including Trinity Institute, Young Leaders programs and Visiting Scholars have been arranged, including the coordination of linen supplies.
- Sale of Trinity Merchandise

**Staff Management**

- Day to day coordination of the outsourced cleaning contract, liaising with the on site supervisor and contractor client manager as required
- Manage Reception area ensuring that all students, staff, guests and visitors receive a professional and high quality customer experience and service
- Supervision of Reception staff, including casual staff if needed.
- Ensure the Reception is open and suitably resourced between the hours of 8:30am and 5:30pm Monday to Friday.
- Assist and relieve Receptionist as scheduled, making sure there is all day coverage/presence in the Reception area

**Other**

- Raise work requests /purchase orders and match to invoices with correct account code and authorisation for payment by the relevant division
- Assist with the preparation of annual budgets and forecasts
- Any other duties as requested by the Manager, Property and Facility Services

**OCCUPATIONAL HEALTH AND SAFETY (OHS)**

All staff are responsible for safe work procedures and instructions.

**Employees** must:
- Cooperate with the College in relation to activities and training taken by the College to comply with OHS legislation as well as, Trinity College OHS Policy and Procedures.
- Comply with the OHS guidelines in the Staff Terms and Conditions.
- Adopt work practices that support OHS.
- Take reasonable care for their own health and safety and the health and safety of other people who may be affected by their conduct in the workplace.
- Seek guidance for all new or modified work procedures for work safe practices.
- Ensure that any hazardous conditions, near misses and injuries are reported immediately to the supervisor.
- Participate in meetings, training and other environment, health and safety activities.
- Not wilfully place at risk the health or safety of any person in the work place.
- Not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare.
**Supervisors** are responsible for:

- Developing and recommending new safe work procedures and practice, as required, in conjunction with relevant persons and in compliance with legislative requirement and Trinity College OHS Policy.
- Providing all staff with relevant OHS information in an appropriate, timely manner.
- Providing personal protective equipment and clothing if hazards or risk cannot be fully eliminated.
- Providing adequate supervision through technical guidance and support.
- Identifying and controlling hazardous conditions and where possible reduce risks or eliminate.
- Providing appropriate facilities for safe storage, handling and transport of hazardous substances.
- Ensuring that all accidents and incidents are reported.

**Managers and Directors/Deans** are responsible for:

- Implementing and maintaining procedures in compliance with legislation and Trinity College OHS Policy by regular monitoring of staff compliance through performance review.
- Conducting regular inspections to identify risk/aspects, implementing corrective action and arranging monitoring where required.
- Ensuring that all staff, including contractors under local control, are appropriately inducted.
- Providing relevant OHS information and ensuring appropriate training.
- Ensuring all risk issues that have been identified are monitored and recorded.
- Ensuring consultative structures and staff participation by conducting regular section meetings to discuss OHS issues.

**TRINITY COLLEGE**

Founded in 1872 as the first college of the University of Melbourne, Trinity College is a unique tertiary institution that provides a diverse range of rigorous academic programs for more than 1,000 talented students from across Australia and around the world. These programs include:

- The residential College for undergraduate and postgraduate students of the University of Melbourne, both resident and non-resident.
- Trinity College Foundation Studies (TCFS), a one-year course which prepares able overseas students for undergraduate entry to the University of Melbourne and other leading Australian universities.
- Trinity College Theological School (TCTS), which offers degree and other courses for training and forming Anglican clergy and others, on campus, online, and in parishes.
- Young Leaders Summer Schools for Australian and overseas secondary school students.
- Various short courses.

Trinity promotes academic excellence across a balanced, all-round education that includes both ‘breadth’ and ‘depth’ of content, together with the development of ethical values, personal integrity, leadership and social responsibility. A Trinity education is further characterised by a high level of international engagement and a strong commitment to equity and diversity.
These educational programs are supported by the College Library, Art Collection and Archives, Information Technology, the College Chapel and Chaplaincy, Music – including a world-class Choir – Communications, Human Resources, and Finance and Administration – including finance, accounts, property and operations, and conferences and hospitality. The Advancement Office and Trinity College Foundation undertake friend-raising and fund-raising activities that benefit the College as a whole. The College employs around 180 FTE staff and 100 casual staff.

An Anglican institution, Trinity welcomes people of all faiths and none. The College celebrates, and is enriched by, the diversity of backgrounds of its staff and students.

Trinity College: Excellence, Community, Diversity