

VISION STATEMENT:

To be the leading dual-sector transformative university predicated on inclusiveness, innovation and accessibility for Fiji and the Pacific.

MISSION STATEMENT:

To serve the people of Fiji and the wider Pacific region with leadership that engages with people and communities, respects partnership, enhances excellence, and provides education and skills that promote sustainability through research with real world impact and contributes to self-development..

1. POSITION DETAILS

Position	: Hostel Supervisor
Grade	: 3
Incumbent	:
Division	: Office of Corporate Services
Department	: Department of Accommodation
Location	: Campus
Reports to	: Pro-Vice Chancellor Corporate Services through respective section heads

2. PURPOSE

This position is responsible for assisting in the management of accommodation facilities, the welfare and supervision of students in the Halls of Residence and the provision of related support services that will enhance the residents' studies and enable them to develop a foster scene of belonging to a diverse community characterized by tolerance, respect and understanding.

3. ORGANISATION CHART

Position of Your Immediate Supervisor: **Manager Commercial Services**

In the table below write down the positions reporting to you (if any). For each of those positions, indicate the number of staff reporting to them.

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Positions Reporting To You	No Of Staff Reporting To Them
Housekeeper	

1.0 DUTY STATEMENT

<u>Specific Duties & Responsibilities</u>	
1.1 The specific duties and responsibilities of a Hostel Supervisor in the University are:	
1.1.1	To provide effective supervision, support and monitoring of residents to ensure their well-being.
1.1.2	Facilitate community building programs and activities to bring students together across national and cultural boundaries and in carrying out the responsibilities.
1.1.3	Ensure cost effectiveness of operations.
1.1.4	To interact very closely with all hall residents and Student Resident Assistants (RAs) by conducting regular hall visits and meetings, providing initial guidance and counselling with referrals if necessary, participating in the selection of Resident Assistants and providing training and supervision.
1.1.5	Enforce rules and regulations to foster discipline, attend and supervise residential, cultural and recreational activities and address Health and safety issues.
1.1.6	To maintain a proper register of residents and inventory,
1.1.7	ensure all halls processes are adhered to and completed, maintain a current record of all maintenance requests for buildings and facilities, monitor and verify all maintenance work done,
1.1.8	Assist in facilitating fire drills in respective halls and provide timely reports to the Manager on areas of responsibilities.

<u>General Duties & Responsibilities</u>	
1.2 The specific duties and responsibilities of a Hostel Supervisor in the University are:	
1.2.1	Administrations of all activities are related to the specific duties listed above, including attending meetings and representing the Department/School/College/University in meetings and forums to which the staff is sent.
1.2.2	Administrative Duties relating to all matters that the membership of a University entails, including duties related to School/College/University wide activities.
1.2.3	General Responsibility to undertake all other duties as directed by the supervising officer, the Dean, or the Vice Chancellor.

4. KEY ACCOUNTABILITIES

KEY RESULT AREAS (OR RESPONSIBILITIES) KEY RESULTS AREAS	STRATEGIES	KEY PERFORMANCE INDICATORS
Ensure a safe residential environment for students	Check Halls daily to ensure compliance with safety procedures and standards. Arrange for First Aid Training of staff. Liaise with relevant authorities to develop/design procedures and posters for natural disasters and ensure residents are made aware through meeting/briefs & notices. Assist in the development of an emergency evacuation plan for the HOR in liaison with FNU OHS staff. Conduct safety awareness session for student residents in first month of each semester and as need arises. Arrange for fire and other emergency drills in the Halls in first month of each semester and as need arises	Compliance with operational and OHS procedures. Zero work or living environments related accident or illness. Training carried out as scheduled. Manual, posters, notices completed and available as required. Briefs held and documented. Evacuation Plan documented and awareness sessions for staff and students carried out. Fire wardens selected & briefed as start of each of the semester. Session/briefs carried out as scheduled. Training and drills carried out as scheduled
Ensure student accommodation facilities are of a high standard, well maintained and suitably furnished at all times	Check the Estates & Facilities scope of works is carried out as planned by regularly inspecting and monitoring work Check condition of buildings, rooms, furniture and equipment daily and take corrective action Do room checks and submit lists for repair/replacement at end of semester 2 and at other times as directed by MHR Prior to start of each semester, inspect and set up Halls and rooms	Inspections carried out, documented, and signed off in progress reports. Requests made within 24 hours and repair/replacement completed within a week Lists submitted mid-December Repairs/replacements completed prior to start of semester 1 Completion of checklist and rooms ready for occupancy when required

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	to ensure all is in good order and functioning Monthly Surprise all room check Monthly facility audit	Zero complaints on inventory forms All forms received Completion of room inventory process within a month of start of semester Compliance to operational procedures Satisfactory completion of jobs logged
Ensure the provision of a clean and homely environment	Carry out daily visits to monitor cleanliness of Halls and rooms Feedback to supervisor in charge.	
	Document action taken in shift report Obtain feedback from Resident Assistants on the cleanliness of their areas and follow up Conduct semester room inspections for hygiene and general cleanliness while students in residence	Zero complaints from residents Inspectors carried out, records and report submitted and scheduled
Ensure residents are aware of and comply with policies and procedures	Ensure booklets/documents containing policies and procedures are issued to residents when checking in and at other times when required Call for and carry out rules & procedures awareness through Halls/area meetings when the need arises Enforce the rules, document incidents or violations of policies and obtain detailed information & statements from those involved and witnesses Advise students about their violations, its effect on others and consequences for them	Resident provided with required booklet & documents Well informed students Residents understand policies and follow procedures Zero rate of non-compliance Accurate & detailed incident report & related documents, submitted with shift report Documented in shift & incident report Reduced # of residents referred for Disciplinary action

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	Participate in the review and update of Halls booklet for residents	Assigned task/s completed by set deadline
Ensure the well-being of residents	Plan, prepare for & meet and greet when students check in Compile arrival lists Room kits ready and handed out Check in process completed Students briefed & assisted to rooms Assist in planning of and participate in Halls orientation program Conduct daily visits to Halls and interact with residents Complete Shift reports documenting frequency & details of visits Maintain open door policy and encourage residents to discuss problems and issues providing explanations, advise/guidance and referrals only when necessary Closely supervise residents and promptly follow up on problematic behaviors by taking steps for corrective action Provide prompt assistance for sick students, document in shift report and appropriate follow up Medical attention forms fully completed and submitted to Health Care provider. Organize and conduct first Hall meeting each semester as scheduled and provide meeting reports	Zero complaints/queries from students or parents Tasks completed by set deadline Active participation in program Reduced number of queries from residents Availability of a SHW 24 hours a day Reduced # of referrals to MHR Documented cases in shift, special or incident reports Students attended to promptly Meetings conducted and reports submitted to Manager Accommodations. RAs satisfaction with SHW support

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	Assist RAs in organizing and participate their monthly meetings Provide RAs guidance and support in all other aspects of their work	
Facilitate community buildings programs and activities to foster cultural understanding among students of diverse backgrounds	Assist in planning for and facilitating Halls-wide programs-sports, cross-cultural, social, educational, health issues etc Program schedule submitted prior to start of each semester Assist in organizing the integrated halls dance for Open Day or other special occasions Assist and support Students Resident Assistants (SRA) in planning for & facilitating area programs Organize and facilitate Community service projects for mid-semester break	Programs take place with SHW participation and reports submitted High level of student participation Enhanced cross cultural exchanges Successful programs organized by RAs Projects take place as scheduled
Provide efficient and friendly services to residents	Interact with residents regularly, efficiently and professionally Provide efficient, effective and friendly counter services Check condition of items before issuing or requesting replacement furniture or equipment based on customer complaint Approved replacement issued if in stock or request logged on database during shift Update room inventory records to queries and concerns raised including those on database software Attend to room key matters with urgency, follow up on outstanding	Satisfied customers – resident satisfaction survey Reduced # of queries referred to Health Care provider. No outstanding queries on database Updated and accurate key records Keys & records reconciled and signed for at handover of shift SRA familiar with processes and do not make errors in any given shift No misuse of resources by SRA Compliance with all processes 80% return of completed forms by set deadlines

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	keys and ensure all keys are accounted for Brief, supervise and closely monitor work of Student Resident Assistant (SRA) on front counter duty Ensure adherence to and proper completion of all Halls processes All records/forms are collected, fully completed and signed for by required deadlines – e.g. Applications, contracts, room reports, room cards, withdrawals, statement etc. Room cards properly filled and maintained Assist in conducting customer surveys when scheduled All forms distributed as delegated & completed forms collected	
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5. KEY CHALLENGES

- Decision making in an environment of high level of ambiguity and resistance Heads of Colleges/Divisions to accept change.
- Ensuring conformity in implementation of policies and processes in an organisation with diversity in people and organisational culture.
- 24 hours on call
- Available at Emergency situations

6. AUTHORITY LEVEL

Operating Expenditure :.....

Capital Expenditure :.....

Others :.....

7. QUALIFICATION AND EXPERIENCE

Essential

- Bachelor's Degree in Business Management, Hospitality Management, Education, Psychology, and Counselling related discipline or Management and Public Administration with 1 year of work experience in a similar role or in customer services related field, teaching profession or Hospitality industry.
- Or Diploma in Business Management, Hospitality Management, Education, Psychology, Counseling related discipline or Management and Public Administration with at least 3 years of work experience in a similar role or in customer services related field, teaching profession or Hospitality industry.

Desirable:

- Some level of supervisory experience
- Valid driver's license

8. KNOWLEDGE & SKILLS

- Excellent organizing, planning, implementing, and coordinating skills.
- Proven ability to multi-task.
- High attention to detail.
- Strong analytical, problem-solving time management, negotiation, and administrative skills.
- Significant experience in providing administration functions in a fast-moving environment.
- Self-starter able to prioritise and manage a diverse and demanding workload within tight deadlines.
- Ability to deal with sensitive information in a confidential manner.
- Effective communication skills, both in writing and in person

9. WORKING RELATIONSHIP

INTERNAL	FREQUENCY
Housekeeper/Hostel Supervisor/Manager Accommodation	On a daily basis
Work closely with staff, Accommodation officer Hostel Supervisor, Manager Accommodation	As and when required

11. JOB DESCRIPTION AND VARIATION OF EMPLOYMENT CONDITIONS

It is acknowledged and agreed that from time to time as result of the evolving needs of the employer, the Employee may be required to upgrade his/her qualifications and/or to alter the position or role tasks that are to be carried out. Such alterations shall not be deemed to be a variation of this job description or a breach of its terms providing the substantive nature of the employment remains consistent with the parties' intention at the time of contracting.