**POSITION DESCRIPTION**

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| **POSITION TITLE:**  | **Accommodation Support Officer** |  |  |
| **SECTION**: | **Organisational Services** |  |  |
| **REPORTS TO:** | **Maintenance, Accommodation and Sustainability Officer** |  |  |
| **CLASSIFICATION:** | **Administrative Officer - Level 5** |  |  |
| **AWARD:** | **Clerical & Administrative Employees’ Certified Agreement** |  |  |
| **LOCATION:** | **Mount Isa – travel required** |  |  |

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| **OUR ORGANISATION** |

Townsville Catholic Education (TCE) supports 29 schools within the Diocese, located throughout a diverse region including urban and rural environments extending to Mount Isa to the west, Proserpine to the south and north to Ingham. TCE provides a diverse range of education choices including primary, secondary and Prep-to-Year 12. Each setting provides a high educational standard in a caring and a stimulating environment. The Diocese has a growing Indigenous education program and some of our schools offering both boarding and day-student facilities.

TCE employs in excess of 2,500 teaching, professional and ancillary/support employees to fulfil our mission of providing quality educational services through our Catholic school communities. A Catholic education involves much more than simply teaching the educational basics. It encourages students to embrace Catholic values and faith while providing them with an excellent education and diverse life experiences that will prepare them to be a contributing member of the community in their adult lives.

The proud reputation Catholic schools enjoy within the Diocese today is based on the strong tradition built by religious orders who found Catholic Education in the Townsville Diocese in 1872.

Please visit our website for additional information <https://www.tsv.catholic.edu.au/>

**OUR SYSTEM VISION**

*“The promotion of the human person is the goal of the Catholic school”*

*THE CATHOLIC SCHOOL ON THE THRESHOLD OF THE THIRD MILLENNIUM, 1998*



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| **ABOUT THE ROLE** |

The Accommodation Support Officer position is based in Mount Isa and will provide support to School teaching staff in Mount Isa, Cloncurry, Hughenden and Winton with their accommodation and property maintenance requirements.

The position reports directly to the Maintenance, Accommodation and Sustainability Officer within TCEO.

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| **KEY ACCOUNTABILITIES** |

The Key Accountabilities of the role are as follows:

* Coordination of keys for furniture storage facility and vacant properties.
* Assist with the removal of unwanted TCE furniture to Council Tip.
* Maintain a manifest for surplus furniture and effects available
* Property Maintenance
* Maintain spare key register
* Maintain a file for each property, including:
* Current listing of furniture and fittings
* Details of current tenants including contact details
* Details of real estate agent and/or contact person
* Photocopy of keys issued to tenant
* Most recent exit report (prior tenant)
* Most recent entry report (current tenant)
* Real Estate Agent’s Entry Condition Report- RTA 1a (where applicable)
* Interact with employees (tenants):
* To issue and receive property keys
* Receive forms from tenants and forward to Townsville Catholic Education Office (TCEO)
* Complete exit inspections and sign TCEO Exit Reports
* Undertake routine and adhoc inspections
* Liaise with tenants for access (for furniture movements)
* Provide afterhours access to properties, if/when employees are locked out or for tradesperson entry with approval
* Provide general information to tenants, such as local information about the town, sports, shops and grocery shopping conveniences/hours, electricity and telecommunication provider locations and hours of business
* Arrange repairs for washing machine faults and/or replacements, replacement of smoke detector batteries, replacement of batteries in air conditioner remote controls
* Attend to tenant complaints relating to faults or property difficulties - liaise between tenants and real estate agencies.
* Arrange replacement keys for properties
* Arrange furniture movements to and from each TCEO rental property
* Assemble and disassemble of all TCEO bed frames for each teacher/tenants arrival/departure.
* Interact with real estate agencies:
* For new properties leased by TCEO - Perform very thorough entry inspection and take photos where required. Complete real estate agent’s Entry Condition Report- RTA 1a and forward copy to TCEO
* For cancelled / terminated properties - Complete exit inspection (take photos where necessary). Complete real estate agent’s Exit Condition Report- RTA 4a and forward copy to TCEO.
* Where requested by TCEO liaise with agents for property cleaning and maintenance access.
* Interact with others:
* Meet with tradespersons for issues of keys / access to properties when authorised by TCEO.
* Property Management
* undertake routine and adhoc inspections of properties as required
* Provision of support to employees with relocation and logistics
* Act as liaison
* Community supports, services and agencies

Assist with annual inspections of all properties in conjunction with Maintenance, Accommodation and Sustainability Officer.

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| **STATEMENT OF RESPONSIBILITY** |

The carriage of the role will always presume the role-holder’s responsibility to act cognisant of, and in harmony with, the Mission and Purpose of Catholic Education and Catholic Education policies.

The employee will be expected to abide by the *Statement of Principles for Employment in Catholic schools*, the *Staff Code of Conduct* and other Diocesan guidelines.

Employees will maintain appropriate confidentiality, sensitivity and empathy in the execution and management of all matters.

Employees will demonstrate a willingness and acceptance to initiate and participate in relevant training and professional development opportunities.

Each employee is responsible for ensuring his/her health, safety and wellbeing and is expected to not willingly place at risk the health and safety of one’s self or others.

Employees will:

* Adhere to Work Health and Safety instructions
* Promote a commitment to safe work practices
* Be familiar with workplace incident, hazard and accident reporting and emergency procedures
* Take reasonable action to avoid, eliminate or minimise risk and hazards
* Utilise personal protective equipment
* Participate in the development of a safe and healthy workplace
* Seek information and advice as necessary and comply with instructions.

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| **ABOUT YOU** |

**Experience**

* Previous experience providing generalist administrative support
* Demonstrated capacity to organise and prioritise a range of tasks and set priorities to meet deadlines in a busy environment
* Demonstrated ability to work independently and as part of a team.

**Skills**

* Ability to adapt to changing circumstances and embrace new ideas
* Organisational planning and coordination skills including the ability to manage demanding or competing deadlines.

**Attributes**

* Ability to be a pro-active rather than re-active team player and work with minimal supervision
* Confident, well-presented and engaging with a personal warmth that engenders mutual respect with staff, parents and visitors.

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| **Mandatory Criteria/Professional Registration/Other** |

* Current Working with Children Suitability Card or eligibility to obtain same - *The successful candidate will require a paid Blue Card before commencement as per the No Card, No Start policy developed by Queensland Government.*
* Current Driver’s Licence
* Ability to travel from time to time within the Catholic Diocese of Townsville
* Ability to perform the physical requirements of the role in a safe manner.

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| **Desirable Criteria** |

* Previous experience within an educational environment would be beneficial but not necessary.

*Some employees may be subject to pre-employment medical assessments during the selection process. Depending on the nature of the position, it may be necessary for successful applicants to be immunised against certain preventable diseases in order to minimise the risk of transmission.*

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| **HOW YOU WILL BE ASSESSED** |

How we do things is as important as what we do, therefore you will be assessed on your ability to use your experience, knowledge, skills and competencies confidentially with good judgement and wisdom.

You will be assessed on your ability to demonstrate the following four capabilities – Personal, Professional, Relational and Organisational within context to the key accountabilities identified above.

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| **Capabilities** |
| Personal | Professional – Knowledge and Understanding |
| Engages in self-reflection | Is aware and responsive |
| Gives witness to personal faith and commitment | Integrates a Catholic stance in area of responsibility |
|  | Supports and engages change processes |
| Displays a sense of self-efficacy and personal identity | Demonstrates appropriate styles of decision making |
| Displays intuition as well as logic and reason | Inspires a collegial purpose and vision |
| Projects confidence, optimism and resilience | Supports efficient and robust structures and systems |
| Demonstrates honesty and integrity | Focuses on core outcomes and accountabilities |
| Demonstrates ethically responsible behaviours | Engages in workplace learning and relevant professional development |
| Is morally courageous | Operates with a commitment to sound educational focus |
| Demonstrates a commitment to personal spiritual growth | Operates with a spirit of service and professionalism |
| Displays imagination and vision | Develops moral purpose |
| Integrates work and personal life | Demonstrates capacity to provide professional support |
| Engages with the Catholic culture |
| Is culturally sensitive |
| Social and Interpersonal | Organisational |
| Is relationally adept | Gives priority to the Church’s mission in education |
| Is emotionally mature | Engages in future thinking, aware of the big picture |
| Is guided by the spirit and teachings of the Gospel | Supports organisational capacity to respond to contemporary and future needs |
| Communicates with confidence | Avoids imposing old paradigms on new realities |
| Is authentically present | Supports a growth promoting workplace |
| Displays a trusting disposition | Exercises committed and ethical stewardship |
| Supports collaborative and productive working environments | Contributes to organisational sustainability |
| Engages in positive politics | Supports a sharing organisational culture that focuses energies and talents |
| Operates in fidelity to Catholic social teaching and environmental responsibilities |

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| **REPORTING & OTHER RELATIONSHIPS** |

The Administration Officer - Accommodation is accountable in the first instance to the Maintenance, Accommodation and Sustainability Officer. The Administration Officer – Accommodation consults and liaises with other TCEO personnel, Principals in schools, and other Diocesan staff/committees, where appropriate.

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| **ACKNOWLEDGEMENT** |

I have read, understood and acknowledge the scope and responsibility of the position outlined in this position description.

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| **Employee Name:** |  |
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| **Signature:** |  | **Date:** |  |