

POSITION DESCRIPTION

POSITION TITLE:	Engagement & Liaison Officer
SECTION:	Maintenance, Accommodation & Sustainability
REPORTS TO:	Maintenance, Accommodation & Sustainability Officer
CLASSIFICATION:	Administrative Officer - Level 5
AWARD:	Clerical & Administrative Employees' Certified Agreement
LOCATION:	Townsville Catholic Education Office – Mt Isa

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

OUR VALUES		JESUS TEACHES US:	
COMMUNITY (John 15)	The greatest commandment Jesus teaches us is to Love God, Love others.	LOVE (John 4:7-19)	Love is the core value of the Gospels.
PROMOTING LIFE IN ABUNDANCE (John 10:10)	God wants us to live life to the full.	RECONCILIATION (Luke 15:11-32)	Jesus' supreme act of love in dying on the cross reconciled humankind to God.
INCLUSION (Luke 19:1-10)	God invites all to live in God's love, including those that might be excluded by society.	HOPE (Luke 24:13-35)	We can all hope for the fullness of glory with God because God is faithful to His promises.
JUSTICE (Matthew 25:31-46)	Jesus lives the virtue of justice rendering to all of us a message of living for others even unto death.	LIBERATION (Luke 4:16-21)	God frees us from all evil if we trust in God and live our life in God.
		COMPASSION (Luke 10:30-37)	In Jesus' life of love we witness the compassion of God - his acts of mercy towards others.

ABOUT THE ROLE

The Engagement and Liaison Officer provides support to Townsville Catholic Education (TCE) teachers, particularly graduate teachers in Mt Isa, Hughenden, Winton, Cloncurry and Collinsville (IPRASS Centres) in the areas of relocation, accommodation, settling-in and orientation. The Engagement and Liaison Officer will also provide support to the Human Resources and Accommodation, Maintenance & Sustainability team with relocation, maintenance and furniture inventory.

The Engagement and Liaison Officer is responsible for the coordination and administration of processes and best practice in relation to relocation, orientation and settling-in, ensuring an excellent experience for teachers that are relocating or have relocated, enhancing our reputation as an employer of choice.

KEY ACCOUNTABILITIES

TCE Owned and Leased Accommodation

- Coordinate the residential tenancy leasing arrangements of TCE owned/leased accommodation with real estate agencies when required
- Conduct routine rental inspections of TCE owned/leased accommodation in accordance with inspection scheduling
- Maintain accommodation scheduling and registers
- Act as the first point of contact for maintenance issues within TCE owned/leased accommodation and triage as necessary
- Maintain the furniture inventory and replacement schedule for TCE owned/leased accommodation
- Proactively engage with IPRASS teachers prior to their relocation to ensure they have relevant information, and support in accordance with relocation and accommodation options – providing support as required

Employee Leased Accommodation

- Review rental tenancy lease arrangements on behalf of employee when consented
- Advocate on behalf of the employee with real estate agents and landlords where issues with the property are not being resolved
- Where requested, support employee to complete the condition/entry/exit report
- Establish and maintain sustainable relationships with real estate agencies in all IPRASS locations to facilitate rental tenancy arrangements for employees
- Inspect rental accommodation on behalf of new starters, particularly when they cannot be present, and facilitate digital inspections where possible ensuring a commitment to consent
- Facilitate entry to home for trades etc when requested by the employee (emergency or urgent entry required)
- Maintain up to date knowledge of the rental market to assist IPRASS teachers to source appropriate accommodation

Engagement

- In consultation with Principal, meet and greet new IPRASS employees (this could include pick-up from the airport and drop off at accommodation)
- Establish and maintain knowledge of community services and local events and groups to ensure IPRASS employees can be connected within the local community

- Maintain knowledge of appropriate temporary accommodation options in IPRASS locations to enable timely and effective advice to new starters
- Ensure Information and welcome resources are updated and contain current information
- Provide feedback to Human Resources Manager and Senior Finance Manager on issues or trends that are developing in relation to accommodation and other relevant matters.

Other Duties

Assist with any other tasks as reasonably requested by Maintenance, Accommodation & Sustainability and Human Resources Departments.

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.

ABOUT YOU

Experience

- Proven experience in a role that utilised your customer service, organisation and interpersonal skills. For example, induction, mobility, relocation, property management, tour operator etc.
- Proven commitment to delivering excellent candidate and stakeholder care
- Well-developed administrative skills to ensure accuracy with relocation and travel logistics

Skills

- Significant local knowledge of the IPRASS locations within the responsibility of the role
- Excellent interpersonal skills including communication, negotiation and problem solving with capacity to interact effectively with a broad range of stakeholders
- Constant focus on continuous improvement and innovative process solutions, with the ability to change work methods or techniques in response to feedback

- Demonstrated ability to organise and plan to meet rigid and conflicting demands and deadlines, along with the ability to adapt to changing priorities
- Exceptional attention to detail and a high level of accuracy

Attributes

- Self-motivation and initiative with a can-do attitude
- Capacity and willingness to work both effectively in a team and autonomously when required
- Respect for the confidentiality of employee's personal information and records
- Ability to build rapport quickly and establish positive working relationships

Mandatory Criteria/Professional Registration/Other

- Current Working with Children Suitability Card - 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.

Desirable Criteria

- Previous experience in real estate will be highly regarded but not essential.

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.

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.

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

REPORTING & OTHER RELATIONSHIPS

The Engagement & Liaison Officer will report to the Accommodation, Maintenance & Sustainability Officer in the first instance, then to the Senior Finance Manager. The role has a functional relationship with the Human Resources department and at times will consult with the Human Resources Manager/relevant Human Resources lead on relevant issues. The Engagement & Liaison Officer consults and liaises with other TCEO personnel, Principals in schools, and other Diocesan staff/committees, where appropriate.



ACKNOWLEDGEMENT

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

Employee Name: _____

Signature: _____ **Date:** _____