



# **2026 St Margaret's College Leaders' Handbook**

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# 1. Handbook

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**He aha te mea nui o te ao?**

**He tangata! He tangata! He tangata!**

What is the most important thing in the world?

It is people! It is people! It is people!

## 1.1 Introduction

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### Purpose of this Handbook

The purpose of this Handbook is to provide some useful guidance, information, advice, tips, etc. to assist you with your role as a College Leader this year. Of course, in a document of this nature, it is not possible to cover every eventuality but hopefully the information in this Handbook will provide some background, perspective, and a frame of reference so that judgement can be applied when a particular situation comes your way. Remember too that you are not alone: you are part of a team of 11 College Leaders who can be called on for assistance and support, as can the Head of College or Deputy Heads of College.

This College Leaders' Handbook should be read in conjunction with the Members' Handbook (available electronically on our website at [handbook.stmargarets.college](http://handbook.stmargarets.college)) and the College Leaders Role Description ([Appendix 3](#)) and Code of Practice ([Appendix 4](#)). You need to be very familiar with the contents of these documents so that you know all about the College's operations, norms, systems and protocols. People will come to you for advice, often needing quick answers and knowledge of College matters will help you with this. If unsure, please ask a fellow College Leader or appropriate College staff member.

#### Info

The most recent version of this handbook is available online at [leaders-handbook.stmargarets.college](http://leaders-handbook.stmargarets.college) (login with your @stmargarets.college username and password. N.B. the first time you visit, you will need to grant access to your user data.

### College ethos

St Margaret's College exists for its community of Members, and their welfare is its main concern. It strives to provide a welcoming, supportive, and sought-after environment in which Members can thrive in all respects (academically, personally and socially).

The College is also known for its academic focus, high standards, and has developed an enviable reputation as a result. Nurturing this type of environment and providing an atmosphere conducive to learning is very important to us. College Leaders play a crucial pastoral role in this regard.

It all begins with our ethos as a College. As College Leaders, you are expected, at all times and in everything you do, to model the underlying values (the four Cs) of our ethos:

- Care (look after your own wellbeing and those around you)
- Courtesy (treat others respectfully like you would like to be treated)
- Consideration for others (be aware of how your behaviour will affect others in the community)
- Common sense (only do things that feel sensible, logical and right)

### Pastoral role

Your pastoral care role will be evident from day one where you welcome Members to the College, answer questions, help homesick Members and provide support as they transition from school to university life.

Encouragement and support continues throughout the year, and reaches a peak at exam times. This aspect of your role is very important. Besides encouraging Members to take advantage of the academic help the College offers, we aim to create an atmosphere on the floors that is friendly and family-like, and which facilitates study and maintaining a balance.

Sometimes you will need to have a quiet chat with a Member about their behaviour if it is not in keeping with our norms and expectations. You may need to gently explain why something is the way it is. People will respond best to reasonable assertiveness, so this should usually be the initial approach taken.

Unfortunately, sometimes people will not respond to reason and refuse to abide by College norms and expectations, and then you will need to be much firmer. Judgement is needed and sometimes advice may need to be sought from other College Leaders or the Head of College.

Please remember that almost all the new Members of the college are living away from home for the first time, and they arrive with a mixture of eagerness and apprehension. They have probably never lived with strangers, or in such a densely-populated building. Some will not be used to eating with so many others and there is etiquette to be learned. People will see ways of thinking, living and believing that are new and surprising. The freedom of alcohol will be new to many and some will have to work through problems associated with interpersonal relationships. There is much to be learned! Members will be looking to you as a role model.

## The beauty of grey

St Margaret's is not a "police state". Yes, we have norms and expectations of behaviour but we need to exercise judgement and humanity in the way we encourage compliance. Things are not always black or white; grey is often the most appropriate avenue to follow. Discretion and judgement are really important, as are kindness, understanding and compassion. As Maya Angelou once said:

” **Maya Angelou**

“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

If you are unsure about what to do when a certain circumstance presents itself, discuss it with another College Leader or the Head of College. It's better to be slow to act than too hasty and perhaps make things worse.

## Care of each other

Care and support for your fellow College Leaders is very important as the role is a demanding one. We are all in this together and will need each other during the year. Please keep an eye out for the other College Leaders, and offer support, practical help, understanding, a listening ear etc. Do remember, however, that you are not a trained counsellor. If you have concerns about yourself or another College Leader and are unsure about what to do, discuss the matter with the Head of College in the first instance.

## Humility

Please be aware that sometimes you will get some things wrong. Own up to mistakes and learn from them. No one expects you to be perfect.

## Relationships

The foundation for anything you do as a College Leader will depend on your relationships with the people around you. While College Leader training at the beginning of the year does an excellent job of bonding the entire team, it also needs constant work throughout the year. And of course, you need to make a concerted effort to spend time on your floor and develop relationships with your Members.

## Trustworthiness

You have a great deal of responsibility as a College Leader and are entrusted with much. Please continue earning that trust.

## Teamwork

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A good College Leadership team is central to a good year at the College, and it will largely be up to you to facilitate this. Please make sure you do not become a lone-ranger.

## Appearance of the College

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Please look after the physical appearance of the College, and encourage others to do the same. This includes picking up rubbish if you see any, making sure floor kitchens are clean, reporting in the maintenance book any blown light bulbs or broken furniture you might notice in the shared spaces, straightening furniture and picture frames, or tidying shared spaces, etc.

## College ambassador

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As College Leaders, you represent St Margaret's College both within and outside the College. In this sense, you are our ambassadors at all times. How you behave and what you say will reflect on the College. Ambassadors are courteous, polite, diplomatic, and generally have good people skills (these are some of the reasons why you have been selected as a College Leader!).

## Duties

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College Leaders have various duties and responsibilities which are described in this Handbook. In general, you are expected to:

- Attend to the Members on your floor
- Attend all College functions
- Attend weekly meetings with the Head of College and Deputy Heads of College
- Perform rostered duties (morning, evening, late, and weekend duties)
- Attend to the portfolios you are responsible for
- Arrange Expert Breakfasts (rostered, once each throughout the year)
- Arrange floor guests for pre-and post-dinner gatherings when Formal Dinners are held
- Arrange at least two get-togethers with your floor Members (at least once per semester)
- Organise individual birthday meetings for each Member on your floor

## Measures of success

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Customer satisfaction is one index of success in the commercial world and while it is not the only index used in this College, it is important. This is an important time in young people's lives and we want it to be a positive experience that they can look back on later as a time when they made many friends, and where people cared for them and helped them personally, socially, and academically. No one should leave the College feeling the worse for having attended it. Upon leaving, or at some stage in the future, we would like Members to look back at their "Marg's experience" and feel that the College helped them to develop as a whole person.

Each year during May the University administers a College Residents survey across all Colleges. The results of this survey provide a good indicator of our/your success. There are eight main dimensions to this survey including a "Welfare and well-being" one. The others are: Safety and security; Social environment; Physical environment; Food service; Learning environment; Management and communication; and Overall College experience. You will receive a confidential comprehensive report after the survey has been conducted.

Another index of our success will be the academic results of our Members, although we can't take responsibility for circumstances beyond our control (e.g. health problems, family issues, slackness, etc). The minimum standard is that everyone should pass, with everyone working to the best of their abilities. As a College Leader, you play a very important role in setting the academic tone of the College, particularly on your floor.

## 1.2 Communication

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For the College to run smoothly, effective communication between College Leaders, Head of College, Deputy Heads of College, and staff is incredibly important.

Good communication doesn't happen magically; it must be worked on.

To facilitate communication:

- Weekly meetings with the Head of College, Deputy Heads of College, and College Leaders team will occur. You are required to attend these meetings unless there is a good reason not to, in which case you should register an apology with the Head of College in advance of the meeting.
- The Head of College operates an open-door policy, i.e. if the door to her office is open, you are free to knock and ask to see her. If the door is closed, please don't knock as she is either in a meeting or out of the office. You should also feel free to make an appointment to see her if there is a matter you wish to discuss with her.

Be open and honest about problems. Ask if you need assistance.

Keep an eye on your email Inbox for College emails. Emails, not texts, are one of the main communication mechanisms for official business in organisations and this College is no exception. The College will generally only use text messages for short individual messages. Longer communications will be via email. Please do not neglect your emails! You will be assigned an @stmargarets.college email address, which provides a degree of professionalism to external communications (such as inviting Expert Breakfast guests).

The College also uses an app called [Slack](#) for College Leaders to communicate with each other, the Head of College, Deputy Heads of College, the Exec, and other appropriate College staff. Slack is an app-based messaging system for use in organisations. It should be installed on your phone and will facilitate everyone being kept up to date on what is happening at the College.

For all college-related communications with Members and your floor, please use Rafr. The College does not use Facebook for regular communications with Members.

Remember to work hard at communicating well! By the way, this includes listening!

### ” Tony Robins

“To effectively communicate, we must realise that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.”

## 1.3 Professionalism

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As a College Leader you are a member of the staff of the College and not a student buddy as such. During training at the beginning of the year, we will have a session about professionalism and what it means for you as a College Leader. The following are a few thoughts in this regard:

- Do not criticise the College (including its food) to others. You are the person who represents the College to most of the Members and visitors. Together we aim to make the College the best possible place to live in but it will never be perfect. Criticism of the College system in front of Members is unprofessional and creates a negative atmosphere. Any constructive criticism or suggestions should be discussed with the Head of College in the first instance or during the weekly College Leaders meeting.
- Even though you may be friends with some Members, remember that you are a member of the College staff and your actions will be interpreted as those of a member of staff as well as a friend.
- Do not talk about other Members and be certain that you do not cross professional boundaries.
- While your own religious beliefs are important you must remember that as a College Leader you have a duty to be open to everyone in the College and never to say or do anything that indicates you are biased against anyone who holds different views to yourself.



## 1.4 Confidentiality

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College Leaders will be privy to confidential information regarding Members across the entire College. This information must be kept confidential to the College Leaders team. This is extremely important. According to the College Leaders Code of Practice which you have agreed that:

You must not use or disclose, nor permit to be used or disclosed, any such information except in the proper course of fulfilling your responsibilities of employment.

The Members' Handbook also makes mention of confidentiality regarding matters relating to Members:

Members should be aware that study, behaviour and health matters are not confidential to an individual College Leader but to the team of College Leaders and the Head of College and Deputy Heads of College. This is important for pastoral care purposes. Members are asked to please not put individual College Leaders in a difficult position by asking them to keep such matters confidential to themselves. Because the Head of College has concern for the whole College, the College Leaders are obliged to consult with the Head of College. The Head of College will only share personal or sensitive information on a "need to know basis".

College Leaders may suggest to Members that it might be more appropriate if some matters are shared with a counsellor, a Chaplain or other support service provided by the University, the Otago University Students Association (OUSA), or some other community service organisation.

Behaviour matters are usually brought up at the weekly College Leader meetings unless there is some urgency in which case the Head of College should be advised earlier.

Serious health matters should be referred to the Head of College and/or Deputy Heads of College privately and a decision will be taken as to whether to inform other College Leaders. Ordinary health concerns such as flu and stress-related illnesses can be shared on the Sickness Slack channel and mentioned at the weekly meetings.

If College Leaders are aware of personal matters that affect a Member they must use their judgement and discretion in terms of what they do or do not do with that information. If the matter will adversely affect "study, behaviour, and health" the Head of College and/or Deputy Heads of College should be informed.

## 1.5 Standards of Behaviour

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As the Members' Handbook states "Our underlying values of **care, courtesy, consideration for others and common sense** (the four Cs) are usually sufficient to ensure a friendly, quiet, safe and respectful environment for everyone to thrive in. In this regard, the College expects Members to voluntarily respect College property, the rights of others and College norms, customs, expectations, and rules."

As a College Leader, one of your important responsibilities is to ensure that Members are:

1. Regularly reminded of the four Cs and the College's norms, customs, expectations and rules, and
2. Spoken to in a kind and understanding yet firm manner when their behaviour is not in keeping with the usual standards.

The latter is not always a comfortable or easy thing to do but it is very important. At the beginning of the year, let your floor Members know that it may be necessary for you to have chats with individuals to remind them about particular issues but you hope you don't have to do that at all! Remind them about what it means to be living in a community and their responsibilities towards each other.

Most problems can be resolved through a quiet, non-threatening and private chat, maintaining the Member's integrity. Depending on the seriousness of a particular issue, it may be appropriate for you to seek advice from, or pass the responsibility on, to the Deputy Heads or Head of College to respond to a problematic situation.

Do not ignore an issue as this creates a precedent that will be challenged next time you decide to deal with it. It also undermines the consistency of the College Leader team in general.

Should a particular issue present that you are unsure how to respond to, feel free to seek advice from a fellow College Leader, the Deputy Heads of College or Head of College.

After you have spoken to a Member about an issue no matter how minor, please record brief details (date, name, issue, action taken) about the matter on the appropriate channel in Slack.

## 1.6 Pastoral Care

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### General pastoral care

- Keep your eyes peeled for homesick or quiet people. Often homesick people will not open their doors to meet others, making the problem worse. Members of the College who come from overseas may be acutely homesick and not be able to talk about it. Often it is a good idea to get others on the floor to assist shy and homesick people and this is often the start of a good friendship.
- Be alert for eating disorders that will show themselves in various ways. People may miss meals or wear baggy clothing; they may also eat large meals and always go to the bathroom straight away.
- Be alert for signs that people are not sleeping. Some people will keep odd hours and this is part of their new-found freedom, but if you see a combination of odd hours and irritability then be aware of potential problems.
- Sometimes, to get attention, Members will present a problem that is really just an effort to talk to you and to establish some common ground before they reveal the real problem they want to talk to you about.
- Please remember that you cannot and should not solve every problem. The Head of College and Deputy Heads of College can access resources such as Student Health, Counselling and Chaplaincy. All these worries should be brought up at the weekly College Leaders meeting and/or discussed with the Head of College.
- While you should never attempt to convert a Member to a particular religion or denomination, it is important to let them know you care if they enquire about such matters. Please direct them to the chaplaincy notice board for information on local church groups, or to other Members with church affiliations.
- Mental health: this will be addressed in more detail during College Leaders training. However, be aware that mental health problems are common and diverse — you are likely to encounter them in your role as College Leader. Depending on the nature of a particular issue, you will most likely need to discuss the matter with the Head of College.

### Cultural issues

St Margaret's has Members from many different cultures and countries. Because of this, you should act with great sensitivity towards individuals in the College who may have different religious or personal practices from your own. Here are a few common customs that you should be aware of:

- Vegetarianism is not a choice for some and to be given meat accidentally may be traumatic.
- The College does not cater to strict Muslim or Jewish dietary laws but may have some not-so-strict Muslim and Jewish students who will have fasting days.
- Some religions fast at different periods or may have to be vegetarian at times.
- Some cultures don't look at those in authority straight in the eye. They will avert their eyes as a sign of respect.
- Avoid placing feet or sitting on anything that is, will be, or has been used for food.
- Avoid placing things like hats or hair ties next to food or on tables.

### Te Tiriti o Waitangi - Treaty of Waitangi

Our College, with the rest of the University, is committed to the principles of the Treaty of Waitangi. To show that we are serious about this we have a policy of dual signage and were the first College to do so. If you can contribute in a practical way by implementing suggestions, please talk it over with the College Leader(s) who has been allocated this responsibility, or with the Head of College.

### Illness

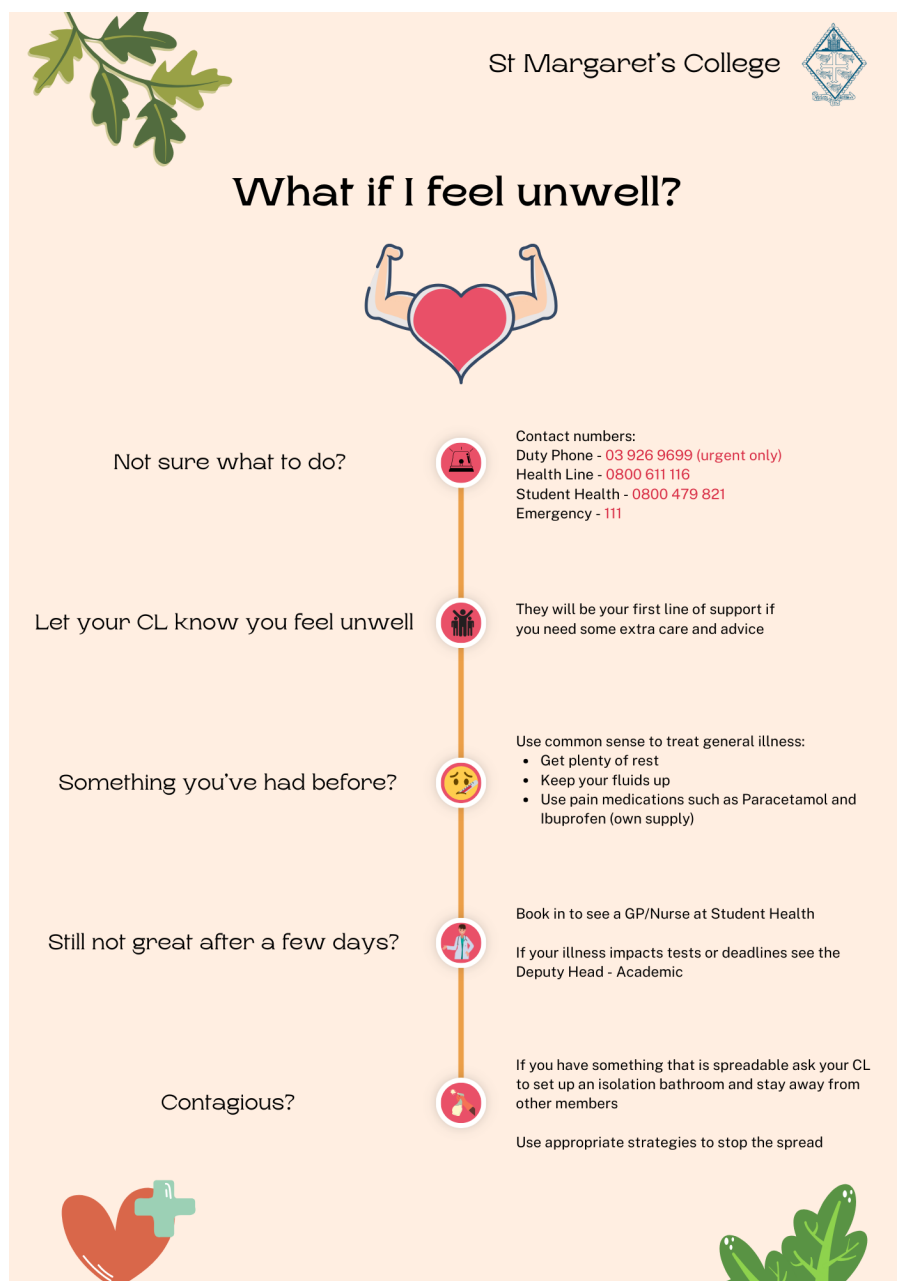
If a Member is ill, it is the responsibility of their floor's College Leader to arrange meals for them. Please add details of the illness to the relevant Slack channel so staff are aware.

Sometimes illness is the medical side of homesickness, loneliness, or panic. It must be remembered that a real medical problem exists but it is often brought about by the change in environment. Members of College have to adjust to a number of different

things. On the psychological side, they have to adjust to a new group of people and missing their own family and friends. On the physiological side, they have to adjust to a different climate, shared bugs, and a disruption to their body clocks with different meal times. We will always have a certain amount of illness caused by these factors and the only way we can minimise it is to provide a caring and stable environment.

If a student becomes contagiously ill, it is advisable to put up a "Sick Bathroom" sign to prevent the illness from spreading.

Healthline (0800 611 116) is also a good source of advice if you are unsure about anything.

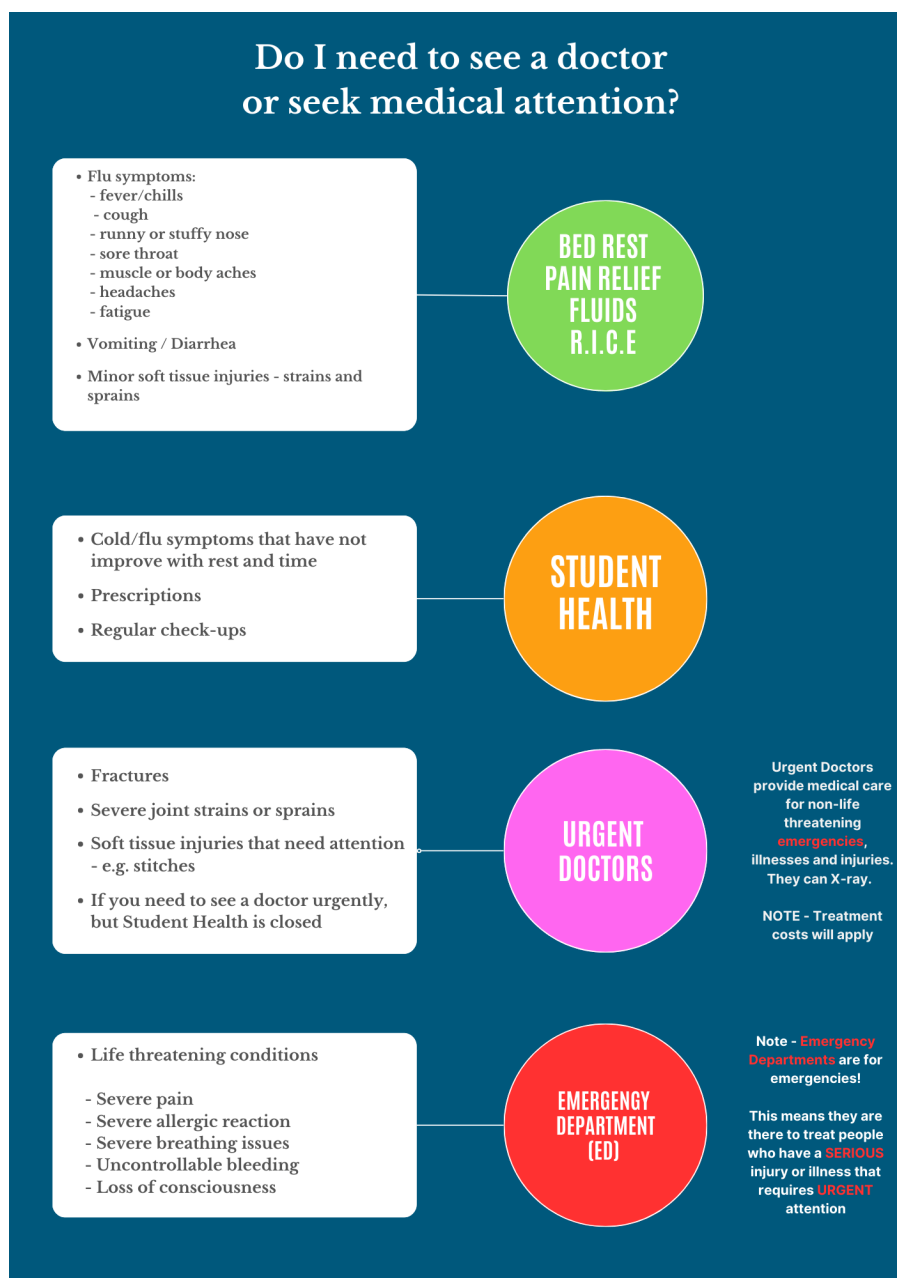


Illness poster

## 1.7 In Case of an Emergency

### Medical Emergencies

If there is a medical emergency that requires urgent medical attention, please facilitate a visit to either the Urgent Doctors or Emergency Department. If it is life threatening, call an ambulance immediately. Otherwise, call the on-call staff member for advice and guidance. In any case, make sure you advise the staff member on-call of any health issues that occur as soon as possible.



Seeking Medical Attention poster

Campus Watch are often available to provide transport for Members to the Urgent Doctors. Alternatively, if a taxi is to be used, there is a black plastic folder containing taxi vouchers in the Administrator's office. These are like blank cheques so please treat them as such, and do not just hand them out casually to Members. Ensure that you complete the voucher record sheet when giving the voucher, and again upon its return.

College Leaders shouldn't need to be involved with every minor complaint. In most circumstances, students are quite capable of walking to Student Health by themselves or in the company of friends. Advising Members to call Healthline on [0800 611 116](tel:0800611116) - or calling for them if you need advice or reassurance - can be a good first step. **Seeking advice from the on-call staff member can also be useful if you are unsure how to respond to a Members' illness/presenting symptoms.** If there is any element of risk, such as a severe asthma attack or a diabetic seizure, please call the ambulance by dialling 111 immediately.

If a Member requires an ambulance, usually the on-call staff will be involved and will manage the situation. But if, in the unlikely event that you take someone to hospital, please keep in contact with the College. Parents and College staff can normally get very little information and it is good if you keep in contact. Information is sometimes needed for informing parents, sometimes it helps for academic reasons, and because we are very concerned. To aid in this, please note that each Member has agreed to the College having health information provided to them (they agreed to this when accepting a place at the College). Please keep a listening ear for health issues that Members may be privately discussing with each other as this information may be helpful when deciding what help is needed in a particular situation, for example, somebody who experiences seizures may not necessarily want an ambulance called every time they have a seizure, and they may have mentioned this to you or others in the past.

## Suicide threats

College authorities take such threats seriously and there is a protocol for dealing with them. If you hear of any suicide threat or are aware of anyone talking about it, ensure this is dealt with immediately. Remain with the student or ensure a responsible student is left with them, and contact the Head of College or staff member on-call. If no one is available and you believe the student is in immediate danger, call Emergency Psychiatric Services ([0800 467 846](tel:0800467846)), first making sure that the student is aware of what you are doing. You must notify the Head of College or the staff member on-call - either in-person, by phone, or Slack - immediately after the event occurs. Dealing with situations such as these can be difficult for you also, so do not hesitate to seek help and/or counselling for yourself if needed.

## Death

In case of the death of a student:

- Ring for ambulance, Head of College, and police. From here on, presume that the Head of College is making the calls.

The Head of College will then:

- Contact the police, who will be responsible for informing next of kin.
- Ask the police to give the Head of College's cell phone number to the next of kin and invite the next of kin to call.
- Call Chaplains and the Senior Warden.
- Call Victim Support, which is a 24-hour monitored number on [0800 842 846](tel:0800842846).
- Inform College Leaders and meet with them to discuss the process.
- Inform the Council President and ask them or someone deputised to handle the media in consultation with the Head of College.
- Be aware of where students are congregating and that they are adequately cared for in those areas.
- Create a focal place for grieving - Library, Music Room, or Academic Common Room. Use photos, LED candles as appropriate.
- Ask someone to call all colleagues and give them details of the school the person was from and what they were studying.
- Liaise with chaplains and next of kin regarding prayer services or wakes.
- Make copies of the grief pamphlet available.
- Call a full College meeting as soon as possible to give information and stop rumours.
- As soon as possible contact the Head of Department and University Administration.
- Have regular briefings with College Leaders.
- Decide memorial arrangements for Members.

- Decide who represents the College at the funeral and who sends flowers.
- If the home is close by, the College should provide transport.

## Fire safety

The Deputy Head of College - Academic is also the College Fire Warden and thus is in charge of fire safety. They will schedule at least two fire drills each year. The College Leader on RC is deputised to act as their assistant (Fire Secundus) and oversee fire drills. Each College Leader also acts as the Fire Warden for their floor and is responsible for evacuating their floor. To do this, each corridor has at least one box containing a Fire Warden's armband, chalk, pen/pencil, small writing pad, and a tally-tag. Please report any sign of damage or tampering with these boxes. The duties and roles in the event of an alarm are outlined in the Appendix. As each room (especially floor kitchens) are individual fire cells, you must ensure that doors are not propped open.

Please make certain that fire doors are always closed on your floors unless they are fitted with electromagnetic holdbacks. As well as raising insurance problems, open fire doors seriously jeopardise the safety of Members.

### Fire Doors

Fire and smoke-stop doors are designed to delay the spread of fire between areas and/or prevent smoke from filling evacuation routes. Except for those with magnetic hold-backs, fire doors **must not** be propped open. Note that this includes all floor kitchen doors.

Please report any apparent faults with fire equipment to the Deputy Head of College - Academic immediately. Note especially any glass missing or broken on the call points.

## First aid

First-aid supplies are located in the first-aid cupboard, in the Utilities Room. Ice packs are located in the canteen freezer. Each College Leader also has a smaller first-aid kit and torch in their bedroom. The equipment in these kits is not for frivolous general use of students. Items from the kits are to be dispensed by College Leaders when needed (note that Members must supply their own paracetamol/ibuprofen and other medication). If you find yourself running out of any items from the kits, please inform the College Leader with the First Aid Coordinator portfolio.

Any College Leaders who do not have a current first aid certificate will be provided with formal First Aid training during the College Leaders training programme at the start of the year.

## Un-planned power outage

- DON'T PANIC. Members will take their lead from you, so remain calm.
- Remain on your floor unless you are on duty. The College Leader on duty should position themselves in the foyer if they are not already there.
- Refer to [Aurora Energy website](#) – it will tell you what areas are currently experiencing power outages — unplanned or expected — and approximately when the power will be restored. Alternatively, phone Aurora Energy on [0800 22 00 05](#) if the website doesn't tell you all you need to know.
- Phone the on-call staff if you need advice or further support.

### Note

- The fire doors will automatically close (this is by design)
- Emergency lighting will turn on
- Electronic locks in common areas will still operate – the system has approximately a 2-hour battery life.
- Wi-Fi needs electricity to operate, so you will need to use mobile data.

## 1.8 Academic Help

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### The problems

- Most students who come to the College are serious about academic success. Some do not realise the time commitment needed to get good grades and as a result semester one grades are generally lower than semester two grades. It is these grades that normally stop people from getting good first year averages. Members who do not settle down to study after the first few weeks tend to not easily recover.
- Members who get romantically involved or take on a large amount of extra-curricular activities tend to spend less time attending to their studies, and consequentially their grades may suffer.
- Members who are homesick for a long period of time do not seem to do well. However, students may sometimes use homesickness or health as an excuse for not working. Mental health issues can also negatively affect grades.

### The Head of College chat

The Head of College will see every returning Member as soon as possible at the start of the year.

### The Deputies chat

The Deputy Heads of College will see every first-year Member as soon as possible at the start of the year. In this meeting, aspects such as the following will be discussed:

- How they are settling into the College and University.
- Their future career plan and how they will achieve that.
- Their approach to study.
- The importance of keeping a balance and looking after themselves.

### Your role

One of the best ways to help students is by setting an example with your own study habits. If College Leaders are seen to study hard, other Members will pick up on this.

Encourage your floor Members to attend tutorials and participate in all Mentor Group activities.

Keep an eye open for any of your floor Members who may be experiencing academic-related difficulties. Provide advice as needed. If necessary, discuss things with the Head of College or refer the Member to her. The University's [Student Development Centre](#) also has great resources available to help students.

Make a good study skills video to alert students to think seriously about their upcoming studies (the video is usually shown soon after Orientation Week). One of the appendices in this Handbook provides a few tips in this regard.

### Academic Catch-ups

The Deputy Head of College - Academic will schedule an academic catch-up with every Member who fails one or more of the first semester papers. Further catch-ups may be scheduled through the second semester to support these Members and help them to reach their academic goals.

The names of Members who are seen by the Deputy Head of College - Academic, who may need support from College Leaders following these catch-ups, will be shared with you on a needs-must basis.



## 1.9 Executive Committee

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As you are aware, College Members elect the Members' Association's Executive Committee towards the end of each year, while the two first-year representatives are elected at the start of the year. Please note the following:

1. Keep informed of Member events arranged by the Executive and encourage Members to participate in them.
2. College Leaders should be supportive of the Executive and the activities they organise, and assist as appropriate. In this regard, you are expected to be pro-active and facilitate good communication with the Executive.
3. College Leaders should attend events organised by the Executive, as supporting staff.
4. While returning Members help with the canteen, College Leaders do not do canteen duty.
5. While you have authority over Executive Members for their behaviour, you do not have authority over the College activities they organise.
6. As College Leaders, you are also College Members and should attend meetings organised by the Executive, although you cannot attend Executive Committee meetings without prior permission.
7. Good communication between the College Leader and Executive groups is extremely important.

## 1.10 Your Floor

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### Collaborate with your Returners

At the beginning of the year, make time to meet with your floor's returners and discuss your need for their help and involvement on the floor, especially during the early part of the year. New Members will look to returners as role models and will learn the norms of the College through the returners' actions.

### The first floor meeting

Your first floor meeting will set the tone for the entire year. The more planning you do for it, the smoother your year will be.

Some of the aspects below will have already been covered in the online induction programme, but you should confirm the Members feel comfortable with the following and offer to answer any questions regarding:

- The four C's of St Margaret's (give examples of each)
  - a. Care (look after your own wellbeing and those around you)
  - b. Courtesy (treat others respectfully like you would like to be treated)
  - c. Consideration (be aware of how your behaviour will affect others in the community)
  - d. Common sense (only do things that feel sensible, logical, and right)
- Spend some time talking about each of the four Cs and provide practical examples of each.
- Introduce yourself by name, town of origin, and course of study, and get each Member to do the same.
- Identify the College Leaders and Exec.
- Floor kitchen and the policy on milk (they never go to the kitchen to collect it, you do). Milk is for hot drinks only, not for use with cereal etc.
- Explain Rafr, DiBS, and how keys and the intercom work
- Where the laundry is and how it works. Time needs to be made for a practical demonstration.
- Linen change.
- Meal times.
- Toast time.
- Birthday meetings
- Late meal procedure (submit a Late Meal request in Rafr **before** 3:00 pm) including acceptable reasons these may be requested.
- Registering guests at meals and encouraging Members to introduce their guests to staff.
- Dress code for Formal Dinner.
- The procedure for booking overnight guests.
- Completing the short-term absence form on Rafr.
- Completing holiday details forms when requested (without having to be chased).
- Quiet hours.
- Policy on parties and alcohol rules.
- Maintenance requests.
- Fire regulations and evacuation procedures.
- Bike shed and keys.
- Mentoring programme.
- No parking of cars within the College grounds, the Clyde Street driveway/car park, or the three parks at the top of the front driveway – these car parks are for staff and authorised guests only.

- Cars must not be parked on the University campus during office hours on weekdays, there are plenty of signs indicating the non-parking hours. Weekends and nights are OK.
- Tell them about the College's open-door policy and staff availability. If the door is open, they are welcome to knock and come in. If the door is closed, they are not to knock as she will be busy or away. All other College staff also operate an open-door policy.
- Ask Members to notify you if they become ill, so you can arrange sick meals, a sick bathroom sign if needed, and so you can let senior staff know immediately, which you do via the Slack sickness channel.
- Let them know you are approachable any hour of the day or night (in emergencies).
- Sustainability initiatives:
  - a. Food waste
  - b. Rubbish disposal
  - c. Recycling
  - d. Energy savings (windows and heaters in rooms, etc.).
- Explain that College Leaders are on duty in the foyer in the evenings for security reasons and as a contact person for anyone needing help. Share the Duty Phone number: 03 926 9699 (not the mobile number).
- Remind them about the Members' Handbook at [handbook.stmargarets.college](http://handbook.stmargarets.college).
- Health process (the flowchart in the Members' Handbook and posters in floor kitchens).
- Theme for the year - 'Carpe Diem'
- No phones at meals for the first month.

## Getting to know your floor members

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This is very important, particularly in the first few weeks. It involves spending time with your Members, being available, approachable and friendly, informal chatting with Members, arranging outings, answering questions, checking on how Members are doing, advising, helping, explaining, etc.

## Orientation Week

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This is a very busy time for College Leaders, but the time put in now means fewer problems later.

Please do not let anyone use the word "initiation". This is not an initiation period - it is a period where we try to orient people to the place and make them feel welcome. Humiliating them does not do this.

If the Members go outside as a group for a College orientation activity, please ensure that a reasonable proportion of College Leaders remain in the College and some accompany the Members as appropriate. Be firm in all aspects of orientation but do not overstep into the Executive's territory. As staff, your job is to observe and support Members, not to be involved in the running of orientation activities.

Be on maximum alert during University Orientation. Do not hesitate to call Campus Watch if there are difficult situations in the street outside the College or on College property.

## Birthday Celebrations

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One of the things that makes St. Margaret's unique is the way we celebrate birthdays. While some Members may not wish to celebrate with the floor, others may have no one else to celebrate with. The simple task of decorating doors and cakes makes the College a homelier environment and eases homesickness, which can be especially prominent at times of celebration.

How you go about celebrating a birthday is largely up to you. Some floors use a birthday committee, while others get every member of the floor to be responsible for someone else's birthday. Other College Leaders find it easiest to organise the birthday celebrations themselves. Whichever form you use, please ensure that those responsible for organising the celebration have remembered.

The College supplies balloons and streamers to decorate doors with. Tempting though it may be, please do not use too many balloons per door (remind your floor Members about this). It is not a good look for some to get many balloons while others get

fewer. White-tack is the only medium to be used while attaching decorations to doors (other colours will leave a stain, tape rips wallpaper and removes the varnish on woodwork). Please **do not** allow Sellotape to be used.

The College also supplies all the necessary ingredients and utensils to bake a simple cake. These can be found in the baking box which should be kept somewhere easily accessible to all. Any perishable ingredients (milk, butter, eggs, etc.) will need to be sought from our kitchen staff, but please be considerate when doing so. If you plan to remove the baking box, please let the Birthday Baking Box Co-ordinator know and return the box once done. If you choose to delegate cake-baking duties, it remains your responsibility to ensure all utensils have been returned and that any ingredients have been topped up. If any of the ingredients are getting low, please inform the College Leader with the Birthday Baking Box Co-ordinator portfolio.

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## Floor appearance

As floor 'wardens', it is your responsibility to ensure that your floor is kept tidy and free from fire hazards. Balloons can be a problem if too many of them are left on the ground. People can trip over them and they are a fire hazard. No suitcases, bikes, or furniture should be left in the corridor. It also means ensuring things like shoes and umbrellas are not left outside doors.

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## Floor kitchens

You are responsible for ensuring that your Floor Members keep the kitchen clean and tidy. All washing up is to be done by Members. It is much easier to prevent the problem rather than playing catch-up afterward. Also, organise regular refrigerator cleaning or you may choose to do it yourself; ensure that Members know how to use the timers and switches for the stoves and irons; enforce no piles or "trophy bottles" to be left in kitchens.

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## Recycling

You are in charge of rostering recycling duty on your floor. Please ensure the containers have been emptied on the evening before they are picked up (or deputise a floor member to assume this role). Be aware that the yellow container may require occasional cleaning – please take charge of this yourself or roster this duty amongst your floor.

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## Floor dinners and outings

If you organise for your floor to go out for a meal, please let the kitchen know a day or so in advance so we do not have large quantities of leftover food.

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## Sunday Formal Dinners: pre- and post-dinner gatherings

The Head of College's notice board and Raft posts will list the guests invited to Sunday Formal Dinner. You will be expected to invite a Member from your floor to the pre-dinner gathering and encourage Members to sign up to attend the post-dinner gathering. Some Members are shy but it is your task to make them feel at home, encourage them to meet the guest and mix with others. It is a good idea to invite Members who have the same field of interest or study as the guests. You should try to invite first year Members of your floor to a pre-dinner gathering in the first instance.

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## Room inventory chat

Early in the first semester, you should arrange to have a room inventory chat with each of your floor Members and complete the Room Inventory checklist (see [Appendix 11](#)). This is also an opportunity for you to check with the Members how they are settling in, answer any questions they may have, provide advice, etc.

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## Meetings with floor Members

Before the first mid-semester break and again early in the second semester, you should schedule meetings (chats really) with each of your floor Members as a way of checking how they are doing, answering their questions, supporting them, showing that you care, etc.

A general list of topics and questions to use is available in [Appendix 12](#). Feel free to select those you feel would be most helpful. There won't be time to ask them all.

## 1.11 Roster Duties

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### General

We are entrusted with the safety of over 220 young people, with College Leaders playing a key part in ensuring their safety. The duty checks each evening and other duty times are the mainstay of the College security system. Normally most of the doors to be checked are locked but occasionally they are accidentally left unlocked or deliberately left ajar. College Leaders are the last check on evening security. These door checks should involve trying the door to see if it is locked and not just looking at it. If College Leaders neglect this duty and any incident happens the College Leader concerned may be responsible for the resulting damage depending on the circumstances. We must all work hard to ensure the safety of Members.

Duty in the foyer is much more than checking visitors. It also provides a low-level opportunity for lonely Members to visit with you and others in a non-threatening environment. The television set is there for your enjoyment and for those keeping you company. Please remember however that TV viewers should not block access through the foyer. Duty evening should not be a study evening for you as your main tasks are being available for Members to chat with, security, and welcoming and checking in guests. Please do not spend an inordinate amount of time in the Administrator's Office when on duty as this limits the opportunity for Members to chat.

At the beginning of the year, some ex-residents will get lonely and become foyer-dwellers. The foyer needs to be left free for current Members. Please politely ask any ex-Members to socialise with their friends in their rooms, or leave the College. If groups of friends or persistent residents have a tendency to make the couch their home, encourage them to move to the TV room or other common area, so that you can spend your time with other students who may be more in need of your companionship.

Do not socialise with students in the Foyer Office. The room can be used if someone needs to speak to you privately, but should not be used to entertain. Please remember that this is somebody's work environment; the office must be left tidy, any items moved should be put back in the correct place, with all personal items removed.

**Evening duty is not an opportunity for your friends from outside of the College to come and visit.**

Your external friendships can be cultivated at other times so when you are on duty you are there for the Members of College. Please refer to the separate sheet in your College Leader folder regarding foyer etiquette and expectations.

### How will I know if I have done things correctly?

The College Leader who is rostered to unlock the morning after you have been on evening duty (or vice-versa) and other College staff working during the daytime will notice anything that has not been performed to the required standard. If you do not do things correctly you will be spoken to. This may be an uncomfortable experience so it is in your best interests to complete duties to the expected standard.

### Disorderly Behaviour

Handle this yourself, if possible, and if not refer to an experienced College Leader, the Head of College, or the on-call staff member, depending on the situation and time of day. Be firm but tactful. It is of little use arguing with those who are inebriated, rather, you should get them out of the building or, if one of our Members, to bed and out of harm's way. Ideally, their friends in the College will help to take care of them.

Do not hesitate to call on other College Leaders for help, and/or phone the on-call staff member. If necessary, contact Campus Watch by phoning [03 479 5000](tel:034795000) (or [0800 479 5000](tel:08004795000)). If there is a real possibility of violence call the Police (111) as well. Usually, uncooperative people will leave once this is suggested.

### Morning duties

- **Monday to Friday - completed by 7:15 am**
- **Saturday - completed by 7:45 am (7:15 am when conferences are in session)**
- **Sunday - no unlocking**

Each morning it is the rostered College Leader's responsibility to turn lights on, check the electronic door openers have worked, and collect and deliver the newspapers. You can expect to do unlocking duties about once every 11 weeks. There is no set order in which the tasks must be completed but the following points list the tasks that need completing.

- Enter the foyer office; turn on the foyer lights; activate the Magnetic Hold for the South fire door and close the office door.
- During the colder months, frost and ice can form on paths, driveways, and car parks. Please **physically** check these areas and let the staff know if there are any concerns.
- Bring the newspapers inside.
- Leave a newspaper by the Head of College's office door (weekdays) or on the doormat of the Head of College's Residence (Saturdays)
- Turn on floor hallway lights.
- Rearrange any furniture that has been left out of place in the VCR.
- Leave all remaining newspapers in the Dining Hall.
- Note any doors found unlocked or tampered with, any light bulbs that need replacing etc. and write them in the maintenance book so they will be seen to that day.
- Report on Slack to the appropriate person if you find anything unusual.
- Go for breakfast and check that the Food Services staff have breakfast on and the door open. Occasionally, due to snow or other unforeseen circumstances, the Breakfast Chef may be unable to get to work (normally the message will be passed on to College Leaders). If this occurs it is a case of "all hands to the pump" to ensure that hungry mouths are fed. The Dining Hall lights will need to be turned on, and items put out for a continental breakfast.
- Any lost property items can be put in the foyer office or mail room.

## Evening and night duties

On weekdays one College Leader is rostered on to do evening duty, but on weekends (Friday and Saturday nights) two are rostered with a changeover at 11:00 pm. During this time, the College Leader on duty must stay in the foyer unless a task requires them to leave the foyer, in which case the Administrator's Office must be left locked and cover arranged if possible. The duty phone must be carried at all times by the College Leader until after 8 am the next morning (or until 12 noon on public holidays when it should be handed over to the College Leader on evening duty that day).

- **Sunday to Thursday: 5:30 pm - 11:00 pm**
- **Friday & Saturday: 5:30 pm - 2:00 am (split shift with changeover at 11:00 pm)**

Note that these are the typical duty times although they may be extended at certain times of year or with particular events (e.g. Orientation Week).

When on evening and night duty, College Leaders are required to wear their College Leaders polo shirt (plus jacket if cold).

### Phase One - early rounds

To be completed by 5:30 pm every evening:

- Check the Tennis Court gate is closed and locked.
- Check the gate between the Study Centre and Thorpe House is shut and padlocked.
- Check the gate between Clyde Wing and the Kitchen is closed and locked.
- Check the Clyde Wing back door, Clyde Street garage, and bike shed doors.
- Check the Main Wing alley door and gates.
- Turn on the duty cell phone (03 926 9699) and check the guest sign-in book in the foyer.
- Collect a meal from the Dining Room and take it to the foyer to eat. Remember that others must eat in the Dining Hall.

**Phase Two - sitting in the foyer**

Aim to maintain a comfortable environment where Members can come and chat with you.

The only phone you should answer while on duty is the duty phone. Non-urgent calls from outside of the College are diverted to voicemail.

If you need to leave the foyer — which should only be to assist Members who need it — request that another College Leader takes your place.

See that the place is quiet during quiet hours, and monitor foyer noise for the sake of Residents on B and RB Floors.

Ensure that Members sign their guests in and out. Members must meet their guests in the foyer.

Ensure that all guests have left the College by 11:05 pm.

When there is a split shift the College Leader ending early duty should do late rounds at 11:00 pm once they have been relieved by the late duty College Leader. Should the next duty College Leader fail to appear at 11:00 pm you are to stay until relieved.

The conference laptop may be used by tutors and it is stored in the foyer office along with remotes and cables for the various tutorial rooms. It must be returned to the office at the end of the tutorial. Tutors may also request stationery or other resources from time to time.

The foyer lights must be left on until the end of duty.

**Phase Three - late rounds**

This is to be started at 11:00 pm (i.e. end of duty on Sunday to Thursday and at the changeover on Friday and Saturday):

- Check that the Main Front Door is locked and turn off foyer lights (leaving the light over the front door on).
- Use your discretion as to which hallway lights need to be turned off.
- Check the ACR, Library, Small Tutorial room, and TV room, turning off screens/projectors and lights as appropriate.
- Ensure no piano playing in the VCR after 11:00 pm (or midnight on weekends), and see that the TV cannot be heard outside the TV Room, as otherwise they will be disturbing the Members upstairs.
- Shut all windows in the VCR and the Games Room. If nobody is in either of them turn off the lights.
- Pack up Toast Time in the Atrium and make sure it is clean and tidy.
- Turn off the Study Centre lights, check that windows are shut, and all three external doors are locked.
- Walk through each floor, turn off lights, and quieten down noise if necessary. If possible, switch some lights off earlier to quieten the place down.
- Check Kitchen back doors are locked
- No alcohol outside bedrooms or kitchens (will be banned from kitchens if problematic).
- See that all free-swinging smoke doors are shut
- Complete your Duty Report in Slack.

On Friday and Saturday duty finishes at 2:00 am (during Orientation Week, duty finishes at 3:00 am). While on the late shift on weekends, you are welcome to use the TV in the foyer.

Unless the Head of College or Management Staff specifically requests it, you are not to answer the Administrator's Office phone.

The duty phone is not for the use of Members. It is primarily there for incoming urgent calls. It should not be used for personal calls. The phone should be kept with you until the next morning, then returned to the cupboard in the foyer office to charge first thing.

At the end of any duty, the sign with the duty phone number should be placed visibly in the foyer.

## Weekend duty

### General description

Weekend duty starts at 8:00 pm on Friday evening and finishes at 5:30 pm Sunday evening for the rostered College Leader. Even though there will be other College Leaders rostered for foyer duty on Friday evenings, the College Leader rostered on weekend duty needs to be available from 8:00 pm in case extra support is needed that evening.

You are required to be on the College premises at all times during your weekend duty. If you have to go out briefly — for whatever reason — you must arrange for another College Leader to stand in for you. You will be on call all weekend, day and night.

For the first few weeks of the year, the on-duty person must be in the Foyer Office from 9:30 am to noon on Saturdays, unless directed otherwise by the Head of College. Your duties will consist of dealing with inquiries to save others being disturbed, and to put out the mail. When office hours finish the on-duty person must still put out the mail and parcels.

- Place all general mail addressed to “St Margaret’s College” in the Business & IT Manager's pigeon hole.
- Place mail addressed to others (e.g. the Head of College) in their respective place.

The weekend duty person may be required to assist in the office at specified times during the weekend, and is required to take any College tours booked for during the weekend. They are not to be rostered for evening duty the same weekend.

## Sunday duties

When a Formal Dinner is scheduled, you should check that the ACR, Foyer, Library, TV Room, and VCR are tidy, as invited guests will often be shown around these areas.

In winter, check that the heating is on in the VCR. You must also make sure that the Atrium is set up for the pre-dinner gathering. When the guests go to dinner, you should check the dress of Members going to dinner. One other College Leader (of a different gender if possible) should assist in this. Please ensure the Atrium door is closed.

It is also your job to set up the VCR for the post-dinner gathering with your mini team. At the conclusion of the post-dinner gathering, you should ensure that the VCR is returned to its usual state.

### Holiday duties

Each College Leader will be rostered to remain at the College during one each of the semester breaks. Holiday duty teams are assigned during initial training by the College Leader holding the Duty Roster Coordinator portfolio. Once allocated, the duty team for each holiday period will together decide upon their own duty schedule for their assigned semester break.

During semester breaks there is no foyer duty in the evenings, however, those College Leaders on holiday duty will need to:

- Have the duty phone with them and remain in the College in the evenings (from 5:00 pm onwards) and all day on weekends and public holidays
- Complete morning rounds each day
- Complete early (5:30 pm) and late rounds (11:00 pm) each evening
- Complete a duty report on Slack
- Organise one social event for each week of the holidays for the Members who are remaining in the College during the break

Generally, two or three College Leaders are sufficient for the first mid-semester break (Easter-time) and mid-year holidays. However, during the second mid-semester break (August/September), extra College Leaders are recommended to be rostered due to the higher number of Members remaining at the College for that holiday period.



## 1.12 Portfolios

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The following portfolios will be allocated to individual College Leaders as their specific areas of responsibility. See [Appendix 18](#) for the allocations.

### Apparel Co-ordinator (one-off, 2 people)

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This involves selecting appropriate College Leaders apparel for the year, usually a T-shirt, polo shirt and jacket. It includes deciding on the colour, design and fabric, and arranging with the suppliers for the apparel to be manufactured according to the specifications, sizes and dates required. Consultation with fellow College Leaders and the Head of College will be necessary before anything is finalised. This is a one-off, short-term job over the preceding summer.

### Arts Coordinator

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This involves keeping the Art Room stocked with art supplies, and making sure that the Members are respecting the space and leaving it tidy. The Arts Coordinator may also lend a hand with the Exec, making sure that Members are entering the many Art competitions throughout the year, both within the College and the wider community.

### College Photographer (3 people)

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This involves using the College camera to take photographs and videos of College events as appropriate (for example O-week and other Exec-led activities, Formal and Theme dinners, Inter-college activities etc) and uploading them to an online folder which can be accessed by staff, College Leaders and the Exec. It also involves encouraging fellow College Leaders and the Exec to add photos they take to the same shared folder, so that photos of events throughout the year are filed appropriately for future reference and use.

### Birthday Baking Box Coordinator

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This role involves making sure that the Birthday Baking Box is well stocked with cake baking ingredients for the floors birthday baking and that after use, it is returned to its rightful place in RA kitchen. It is the Coordinators responsibility to get ingredients from the kitchen for Members, should they run out at, and other College Leaders may refer enquiring Members to you in such instances.

### Communication Cup Co-ordinator (one-off)

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This role involves organising the Reynolds Communication Cup competition in consultation with Professor John Reynolds and the Head of College. The competition should be held early in the second semester before Members get too busy and well before Valedictory Dinner in October, but promoting the event should begin much earlier. You can rely on the support of your fellow College Leaders to encourage Members on their floor to sign up.

### Door System Co-ordinators (3 College Leaders: RA, RB and RC)

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The three College Leaders on RA, RB, and RC will be given limited access to the electronic door system on the computer in the Utilities Room should anything need to be changed out of hours for whatever reason. All College Leaders, however, will have access to the key cupboard in the Stationery Room so that keys can be issued and returned.

### Duty Roster Coordinator (normally a returning College Leader)

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This involves:

1. Planning the College Leaders Duty Roster at least one month in advance; and
2. Distributing the Roster to the College Leaders and appropriate College staff (Head of College, Deputy Heads, Business & IT Manager, etc.). A separate guide is available for assistance in creating the Roster in [Appendix 8](#) of the College Leaders Handbook

## Expert Breakfast Coordinator

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Expert Breakfast involves:

1. Drawing up an Expert Breakfast roster at the beginning of the year for the entire year such that all 11 College Leaders are allocated at least one Expert Breakfast to arrange during the year (dates can be obtained from the College calendar).
2. Keeping a list of possible Expert Breakfast speakers, letting the other College Leaders know about these possible speakers, and liaising with the Head of College on potential speakers when necessary.
3. Keeping a list of finalised Expert Breakfast speakers for the record.
4. Reminding College Leaders well in advance of the Expert Breakfast they have to organise.
5. Keeping a central template sign-up sheet and speaker invitation and thank you email.
6. Communicating fortnightly with the Librarian so that he is kept up to date about who the speaker will be for the week.

The Co-ordinator does NOT need to be present at each Expert Breakfast; that is the job of the College Leader responsible for the Breakfast on a particular day.

## Formal Dinner Coordinator

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This involves:

1. Making sure that each College Leaders has invited a Member from their floor to the pre-dinner gathering for Sunday Formal Dinners. This is normally arranged on Slack and should be done the week prior to the Formal Dinner. If there are any missing by this point, it is your job to chase them up.
2. Making sure that we have a good number of Members (excluding College Leaders) from any floors attending the post-dinner gathering. The sign up sheet is put on the noticeboard by the Head of College two weeks prior to each Formal Dinner. If fewer than 20 Members sign up, then College Leaders should be asked to gather additional sign-ups.

Please note that Members who don't sign up are still welcome to attend the gathering. However, we want to avoid the situation where we go running around at the last minute, finding sufficient numbers to attend, hence a sign-up list which will guarantee the attendance of at least 33 Members (20 Member sign-ups and 10 College Leaders as one will be on duty). It will also facilitate the prompt start of the post-dinner gathering.

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3. The set up and pack up of the VCR before and after any Formal Dinner is assigned to a College Leader mini-team. As the Coordinator you do not have to be there with them to do this, but you may have to check that it has been done correctly.

## Fire Secundus (the College Leader on RC fulfils this role)

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This role is performed in association with the College Fire Warden. If the College Fire Warden is not at the College during an alarm, the Fire Secundus will take over their duties. This College Leader must also ensure that other College Leaders are aware of the fire evacuation procedures.

## Gift Co-ordinator

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This College Leader:

1. Ensures that there are sufficient and appropriate gifts available for guests, speakers, etc.

2. Retrieves the required gift(s) from storage when required and presents these to the guest, or gives them to the appropriate person who will be presenting the gift(s).

### Guest Host (the College Leader on RA fulfils this role)

St Margaret's College hosts a number of visitors in the Guestroom and in other College rooms from time to time. If guest(s) arrive when the Conference Manager is unavailable, this College Leader is responsible for welcoming guests into the College when they arrive. You will issue them with their room key and take them to the guestroom, pointing out the Dining Room, informing them of mealtimes and dinner customs (i.e. karakia, seconds), giving them the duty phone number, showing them the laundry, and answering any questions that they may have about their stay in the College.

Other College Leaders will be expected to take on this responsibility if they are on duty and the Guest Host is not available.

### Health and Safety Representative

This involves representing the College Members on the Health and Safety Committee, which meets four times per year. If Members have concerns relating to Health and Safety at the College they can share these with you to raise at the meetings.

### Minutes Secretary

This involves updating the confidential pastoral notes and taking the minutes at the weekly College Leader meetings then distributing these to the Head of College, Deputy Heads, and College Leaders.

### Name Quiz Co-ordinator (one-off)

This involves administering the famous College Leader name quizzes during College Leader Training at the beginning of the year. Before you go on College Leader training, you must talk with the Business & IT Manager who will supply you with photo sheets to learn from, including a randomised sheet without names for the tests. You must also upload the name quiz to Quizlet.

### Social Media Liaison (2 people)

St Margaret's College has Facebook, Instagram, and TikTok accounts. This role involves making sure the social media pages are kept up to date with the latest events happening in College life, ensuring that posts reflect and celebrate the special culture of St Margaret's. It includes liaising with staff, College Leaders and the Exec to collect appropriate media to share on a regular basis.

### Study Skills Video Co-ordinators (2 people)

This involves taking responsibility for producing the annual Study Skills video. Although this is a team effort (all College Leaders will be involved in one way or another), the Co-ordinators ensure that it happens. This video is important for three reasons:

1. It reminds Members of St Margaret's academic focus;
2. It encourages Members to develop good study skills; and
3. It shows that College Leaders are students too and approachable (nothing like making a fool of yourself in front of a large audience to do this!).

### Team Bonding Facilitators (2)

This involves arranging outings/activities from time to time to ensure that the College Leader team remains a vibrant group, committed to and caring for each other. The aim should be for at least one team-bonding activity each half semester.

### Non-portfolio duties required of ALL College Leaders

- Attend **ALL** College functions.
- Arrange Expert Breakfasts (rostered, one per College Leader per year).
- Do morning, evening, and late duties (rostered in turn for the three types of duties).

- Do duty during one of the semester breaks
- Weekend duties (rostered, normally once every 11 weeks).
- Attend weekly meetings with the Head of College and Deputy Heads.
- Attend University sub-warden training sessions as required.
- Take College tours for prospective Members or other guests
- Complete any other tasks required that help fulfil the vision of the College, which is to provide a leading College experience, where Members excel and flourish now and in the future.

## 1.13 Expert Breakfasts

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The Expert Breakfast programme is one of the things that makes this College unique. By meeting interesting University lecturers or people from the wider community, Members can broaden their minds and learn new things.

The following list should help you:

- At the start of the year College Leaders should get together and form a list of people you would like to invite. The Expert Breakfasts Co-ordinator will initiate this. Try to get people from a range of departments and professions. Try to not use those who attended an Expert Breakfast the year before. Be audacious. Invite people that inspire you even if you think there is little chance of them coming. You will never know until you try.
- Once you have the list, start inviting. A template email invitation is in [Appendix 14](#) for you to use (amend where necessary).
- See the College calendar on the website for the dates when the Breakfasts occur. Do not leave the invitation too late; try and work about four weeks in advance. When the person has accepted your invitation, ask for their mobile number "in case anything changes". It's handy to have their number in case they don't arrive on the day and you need to contact them.
- On the Friday before you will need to have written up a brief blurb about the person and printed a sign-up poster (template available in [Appendix 15][appendices/expert-breakfast-poster.md]. At Friday dinner, you should announce the person coming, then put the sign-up poster on the noticeboard. It is difficult to encourage students to get up at 7:30 am, so make sure you really sell it. You should check this list before dinner over the coming nights. If it is not full, you will need to make another announcement.
- Email the College Librarian, John Cross ([crossjohn7@gmail.com](mailto:crossjohn7@gmail.com)) to let him know that you are arranging the Expert Breakfast and who your invited guest is going to be.
- On Tuesday morning you should send a confirmation email to your guest ostensibly to double-check that they are still able to make it, but really it serves as a reminder. It is **very important** to do this! Also, mention to them that they are welcome to use one of our car parks at the top of the drive should they require one and **not** to park in front of the College on Leith Street as they will get towed (this has happened before).
- On Tuesday you should also remind the kitchen that the Atrium should be set up for breakfast.
- On Tuesday evening after dinner check the sign-up poster. If it isn't full, then put the sheet on the TV in the foyer and ask the College Leader on duty to ask people to sign up.
- Early on Wednesday morning you should check that the Atrium has been set up, make sure you have a gift (ask the Gift Co-ordinator to get one for you), nicely wrapped, ready to give to your guest, then be in the foyer by 7:20 am ready for your guest to arrive.
- Once your guest has finished their breakfast (students can continue eating during the conversation so do not wait for them) you should introduce the guest, then ask the students to introduce themselves with the standard "I'm [name], from [town], studying [subject]."
- At 8:30 am sharp you should finish the conversation, thank the guest, and give them the gift as a token of appreciation.
- Later that day you should write a follow-up email thanking the guest for their time and inspirational thoughts. This is very important. The Expert Breakfasts Co-ordinator will provide you with a template thank you email.

## 1.14 Operational Matters

### College Leaders Common Room (*The ROR*)

The Room is provided so that College Leaders have their own place to meet and mingle apart from the Members. Because the area is for socialising it is not a quiet area and people are not to use it for private study.

No food, drink, furniture, cups, plates, etc. should be removed from the ROR.

Only College Leaders are allowed in the ROR.

### Administration office

This office can be used during duty if necessary, however, guests, friends, or Members are never to be entertained in it. Duty is not only about College security but includes elements of pastoral care for Members. A College Leader sitting in the foyer presents a non-threatening opportunity for Members to discuss matters of concern. College Leaders should not spend their time in the office if they are on duty.

The mail trays for the Head of College, Deputies, Maintenance, and Business & IT Manager can be found here. Mail etc. should be placed in the respective trays.

Please ensure that the office is never left open when you are not in it, no matter how briefly you are away.

The office contains items such as the following:

- Tutorial whiteboard pens etc.
- Taxi cards (if running low, please advise the Business & IT Manager) in the black plastic container
- Duty phone and charging cable
- Mail trays for Head of College, Deputy Heads of College, Maintenance, and Business & IT Manager
- AV equipment and heatpump remotes



#### Please observe courtesy when using the office

- Please respect that the office is a workspace and may have items of a private and confidential nature. Please do not tamper with any equipment, move any documents, or leave any belongings behind.
- Never borrow or lend out any items from any offices and please do not use anything other than the specified items without first obtaining permission.
- Ensure you leave the office tidy at the end of duty. Return anything that you have moved to its original place and remove any personal belongings. Nothing should be left in this office (baking, dirty plates, bags, etc).



#### Eftpos Machine

This may only be operated by authorised staff. Members enquiring about payments of any kind should be referred to the Business & IT Manager during business hours.

### Guestroom

The College has a guestroom at the end of RA for short to medium-term stay guests throughout the year. The Conference Manager oversees the bookings for this room and will keep you informed when it is in use.

## Keys

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The key cabinet on the wall of the Stationery Room contains many keys that may be needed from time to time. Pink keys are **not** to be given out to Members. Any lost keys must be reported to a Door System Coordinator immediately so that the lost key can be disabled and the Business & IT Manager advised.

## Housekeeping Laundry

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College Leaders are permitted to use the Housekeeping Laundry in the evenings and at weekends. However, please bear in mind that this space is first and foremost for the use of the Housekeepers and that their washing has absolute precedence. This extends to giving the Housekeepers the occasional bit of assistance by putting any wet washing through the dryer, or folding dry washing (don't just set it aside). It is very difficult for the Housekeepers to get all their laundry done in a half-day and they appreciate your assistance.

## Maintenance/Cleaning

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Please encourage Members to write down anything needing repaired on the Maintenance Request sheet which is located in the left-hand drawer of the cabinet opposite the Deputy Head of College - Academic office. Remind them to be precise about the nature and location of the fault they are reporting. If there are any problems with the repairs being carried out, inform College Staff.

Cleaning equipment can be found in floor cleaning cupboards and in the basement cleaning cupboard. Please inform the housekeeper on your floor of any cleaning products that run out while you are using them. If toilet paper runs out over long weekends, this can also be found in the basement cleaning cupboard. A vomit/spill bucket with cleaning gear is available in the utilities cupboard.

A full list of emergency contact numbers is provided in [Appendix 20](#) should any urgent problems occur at night or on weekends.

## Printing

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If you need to print anything from your floor, this can be done free of charge using the College Leader account. It is expected that this will not be abused and will not be used for your own private printing.

The hallway printer is available for Members to use. Members are given \$10 in print credit at the beginning of the year and will need to top-up their account online once this is exhausted.

If a printer runs out of paper, more can be found in the Stationery Room. Minor paper jams can be cleared easily but other jams may need a service technician to visit. In this case, please place an "out of order" sign on top of the machine and immediately inform the Business & IT Manager on Slack.

## Stationery Room

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This room contains the key cabinet and a range of stationery items for staff use. You are welcome to use stationery for College - **not personal** - purposes. If you notice any supplies running low or unavailable, please notify the Business & IT Manager.

Please do not give Members stationery items from in here; they must provide their own,

## Telephones

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Each College Leader has a telephone in their bedroom. The phone can be called from outside of the College, meaning that friends and family can telephone College Leaders directly but they are toll-barred for non-local calls. In the interests of security and college operations, you should make every effort to answer your phone when it rings, and you must not leave the phone off the hook. These phones are a last-resort means of communication and **must not be unplugged**. The extension number is 3 + the room number, e.g. 3007 for CA 7, 3207 for CD207 n.b. RA60.5 is 3605.

## 1.15 Miscellaneous

### Weekly College Leader meetings

Attendance at these meetings is compulsory for all College Leaders. At the start of the year, a suitable day and time for these meetings will be set. These meetings will continue for the entire year with breaks during examination periods and semester holidays.

If a College Leader is unable to attend a meeting (there must be an exceptionally good reason!), please discuss it with the Head of College.

#### **Tip: Full Disclosure**

Please do not withhold relevant information during the meetings.

### Monthly Report

College Leaders are required to submit a report by the last calendar day of each month, starting on 31 March and ending on 31 October but excluding June (mid-year holiday). The report should summarise: how things are going on your floor, events you've held, any Member concerns, your own personal wellbeing, and any advice or tips to you might have for your fellow College Leaders.

A template report is available to download from [Appendix 19](#) in this Handbook.

### Dining at the Head of College's table

College Leaders are usually enrolled in different courses and will not be in classes together. Dining together at the Head of College's table is therefore an important and useful way to keep in touch, communicate with each other, socialise, enjoy each other's company, etc. That said, you should not feel obliged to always dine at the Head of College's table as it is important to also socialise at meal times with other Members, particularly those on your floor.

Of course, the Head of College's table is not for the exclusive use of College Leaders. Please invite other Members to join you at the Head of College's table from time to time; this will also help to make the Head of College's table feel less exclusive. Be mindful about what you discuss at the table in front of others.

### Karakia

Karakia is a part of dinner each evening and will follow dinner announcements at 5:40 pm. From time to time a College Leader may need to lead karakia. If you have a personal blessing/prayer you would like to use, you are welcome to do so.

The following version of karakia is commonly used at the College as it is generally appropriate for a range of faiths/religions.

#### **Karakia Mo Te Kai**

Nau mai e nga hua,  
O te ngakina, o te wai tai,  
O te wai Maori

Na Tane, na Ronga ma Tane,  
Na Haumietiketike,  
Na Tangaroa. Ko Ranginui e  
tu atu nei, Ko Papatuanuku e  
takato iho nei



Tuturu whakamaua  
kia tina, tina! Haumie,  
hu1 i, Taiki e!

Welcome the gifts of food from the sacred forests,  
from the cultivated gardens, from the sea, from  
the fresh waters.

The food of Tane (God of cultivated plants),  
Haumietiketike (God of wild/uncultivated food)  
and Tangaroa (God of the Sea).  
We acknowledge the sky above, Ranginui,  
and Papatuanuku, the earth below.

Let this be our commitment to all.  
Draw together. Affirm.

### Greeting guests

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The College is very well known for its friendliness and welcoming nature. This is often commented on by guests to the College. As role models, you play a huge role in this regard.

On Formal Dinner Sundays remember that you are representing the College. Make certain you know the names and positions of the guest(s) from the notice board and other information you will have been sent. Assist with welcoming the guest(s) by offering them a drink(s) when they enter the Atrium, and by offering food around. Introduce the Member from your floor to the guest(s) and try to talk to a few of the Members in attendance. Do not just stay with other College Leaders.

Make certain the guest(s) is/are involved and welcomed at the post-dinner gathering. Encourage Members to dialogue with the guests during the post-dinner gathering by asking questions yourself.

### Seek advice

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If you are faced with a complex situation and/or uncertain about what action to take, it is advisable to discuss the matter with the Head of College.

### Socialising

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Being a College Leader should not preclude good rapport with Members but ensure that professional boundaries are always maintained. Cultivate outside friends who have no connection with the College so that you have an escape when needed.

A separate page with advice for maintaining professional boundaries can be found in your College Leader folder.

### Supplying alcohol

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College Leaders should never purchase alcohol for any Members of College.

### No authority

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- You have no authority to admit overnight guests who arrive without booking in advance.
- You cannot move any pianos - this affects the tuning.
- You cannot do your duty elsewhere. You must be in the foyer.

### Potential pitfalls

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As with any position of leadership or authority, it can impact how you behave or are perceived by those around you. If you recognise any of the following things beginning to take seed in your approach, please have a chat with another College Leader or the Head of College, so you are supported.

- You become arrogant, conceited, or authoritarian.
- You come across poorly (review your communication skills).
- You believe you have more privileges than others have and flaunt this.
- You become too attached to your floor - it is difficult to discipline your friends.
- You are too sensitive and the stress gets to you. Do not worry you are not the first to feel this way. Regularly talk over hassles with other College Leader or the Head of College. You are not on your own.
- You become lax in your attitude to duty.
- You become disenchanted and cynical.
- Your study suffers.
- You feel you do so much and yet no one is grateful.
- You feel no one is there for you when you need someone.
- You feel you are indispensable.

## 1.16 Personal Issues

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### Demands of the role

The demands placed on you as a College Leader will mean that you have less time available for study. This should not mean that you do less study. Time management and setting goals are very important. If you have problems with your study please talk these through with the Head of College. With good planning College Leaders can perform better.

Sometimes the demands placed on College Leaders by those in need may become overwhelming. Please keep in contact with the Head of College on these matters. Your health and academic success are very important, and the Head of College does not want these to suffer because of College demands.

When you are caring for others you can sometimes feel that no one is caring for you. In trying to appear that you are strong and doing well with the floor you may feel that you are not coping yourself and that no one else knows. It is important therefore to be open with other College Leaders about how you are feeling, be frank at meetings, and discuss things with the Head of College. Please remember that the Head of College is really the College Leader for College Leaders! In other words, you are not on your own. The counsellors at Student Health are of course also available should you feel you need their assistance in dealing with a personal issue.

### Relationships with College Leaders

Get to know each other socially. The College Leader training programme is designed to help you get to know each other so that you can support each other. While you may not all be close friends (though often you will be), it is important that a level of mutual understanding and respect exists.

You should be prepared to help your colleagues in addition to rostered duties. Above all you are a team and whether you are close friends or not you will need to work as a team.

### Romantic/sexual involvement with other College Leaders

Romantic involvement with other College Leaders may be destructive to a team. It is better to avoid such involvement or put it on hold until you have left the College.

### Romantic/sexual involvement with Members

New romantic and/or sexual relationships – whether in person or electronically (e.g. sexting) – with Members is not permitted while you are a College Leader. Relationships with Members must be put on hold until after you have left the College.

### Counselling other College Leaders

College Leaders should note that they are not counsellors, pastors, doctors, or lawyers for other College Leaders. This situation is no different than if they arise with Members; refer the person to the appropriate professional should you be entering into territory that in your judgement requires specialised assistance. Of course, you should continue to provide your usual friendly support to the other person plus a listening ear. Should you have any concerns in this regard, please discuss things with the Head of College.

### Relationships with friends

Being a College Leader can lead to tension in friendships formed in your first year. This happens for a variety of reasons. Some of them may be jealous that you were appointed to the position and they were not. Others might be envious of the bond the College Leader team shares, and feel that this in some way impacts on their relationship with you. It may be that you come across as too authoritarian, or that you are spending less time with them because of the pressures of the job. Whatever the reason, it is a common experience. Below are some tips that may help to ease any tension if not circumvent the issue entirely.

- It is a good idea to have a brief chat with close friends before any problem arises. Explain that you will be spending a lot of time with the College Leaders and bonding with your floor, especially at the start of the year. This means your friends will have a clear expectation of what kind of stress you are under.

- You should also explain to them that your College Leader role may mean you have to have a chat with them about any behaviour they may exhibit which is contrary to College expectations! They need to understand that you are merely doing your job. Ask them to not put you in an awkward position!
- Consciously make time for friends. Where possible spend time with them out of the College so you are away from your College Leader role.

If you do have any problems with friends, have a chat with other College Leaders, particularly the experienced ones, as they may well have been in the same or similar situations the previous year. If you still need further advice on dealing with this situation discuss it with the Head of College.

## 2. Appendices

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### 2.1 Appendix 1: College Leader Teams

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The 11 College Leaders are divided into three teams:

#### "S" (Saint) Team

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- RA (includes RM), referred to as "RA" - 20 members: Rochell Uys
- RB - 26 members: Gracie Fagerlund
- RC - 27 members: Lucy Shen

Total: 73 Members

#### "M" (Margaret) Team

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- B - 17 members: Jade Lin
- C - 15 Members: Arwen O'Donnell
- WA - 16 members: Richard Mwanzia
- WB - 16 members: Emma Boswell

Total: 64 Members

#### "C" (College) Team

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- CA (includes Clyde House), referred to as "CA" - 25 members: Anna McKey
- CB (includes Thorpe House), referred to as "CB" - 25 members: Mekaal Mehdi
- CC - 19 members: Agustina Mazur
- CD - 19 members: Rose Carrick

Total: 88 Members

**Please note that there is no hierarchy regarding these teams or their members - all are equal!**

There is no particular team leader for each team although the experienced College Leaders do have some wisdom to impart. Within each team, the expectation is that you will work on the principles of shared leadership (you are ALL leaders) and mutual co-operation with each other.

## 2.2 Appendix 2: Term Dates for College Leaders

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### Arrival

College Leaders must arrive on Tuesday, 27 January 2026 (this date differs to that which appears on your 2026 College Leader Agreement). It's fine to arrive at any time on that day; there won't be any training activities on the 27<sup>th</sup> so as to allow you time to arrive, settle in, catch up, etc. The formal training programme will start on Wednesday, 28 January 2026.

### First Semester Break (3 - 12 April)

College Leaders can leave from Thursday, 2 April and return by Sunday, 12 April by no later than 10 pm.

As least two College Leaders will be required to stay at the College during this break.

### Mid-Year Break (18 June to 12 July)

College Leaders can leave from Wednesday, 17 June. All must be back for re-training on Thursday, 9 July no later than 10 pm.

As least two College Leaders will be required to stay for the first part and another two for the second part of this break. The changeover period is at noon on Sunday, 29 June.

### Second Semester Break (29 August to 6 September)

College Leaders can leave from Friday, 28 August and return by Sunday, 6 September by no later than 10 pm.

As least three College Leaders will be required to stay at the College during this break.

### End of Year (last exams are on 7 November)

College Leaders are expected to stay until Sunday, 8 November. **You must leave the College by 12 noon on this date.**

### Weekends

See the Head of College about weekends away during the year.

## 2.3 Appendix 3: College Leader Role Description

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### 1. Prime Function

To assist the Head of College in the pastoral care and leadership of the College by providing a welcoming, homely, caring, supportive and sought-after environment in which Members can thrive in all respects (academically, personally, and socially).

### 2. Main Objectives

1. To be responsible for a floor/house, including arranging and encouraging participation in floor/house activities.
2. To provide pastoral care primarily to their floor/house Members but also others, depending on the circumstances.
3. To undertake various roster duties.
4. To undertake various allocated duties.
5. To participate in College functions.
6. To arrange and lead at least one Wednesday Expert Breakfasts.
7. To report any maintenance, health and safety issues, and attend to minor maintenance if safe and appropriate.
8. To encourage compliance by Members with College norms.
9. To act as a role model for the College, including when off-duty or away from the College.
10. To assist College management with other duties as required.
11. For experienced (i.e. 2nd year in the role) College Leaders: to act as a mentor to new College Leaders as required.

### 3. Key Responsibilities

#### 1. Floor/house responsibilities

- Prepare room signs for floor Members at the beginning of the academic year.
- Warmly welcome and assist Members to the College upon arrival.
- Have regular floor/house meetings as may be required.
- Arrange and encourage participation in regular floor/house activities during the year (one per semester quarter is a good guidance).
- Prepare birthday rosters, recycling, and other rosters.
- Engage with floor/house Members on a regular basis.

#### 2. Pastoral care

- Engage on a one-on-one basis with floor/house Members on a regular basis.
- Encourage floor/house Members to keep a balanced lifestyle (food, sleep, social, personal, exercise) and remind them of the benefits of this on a regular basis.
- Ensure that floor/house Members are aware of your pastoral care role and encourage them to contact you if they have any concerns.
- Monitor the welfare of floor/house Members.
- Manage as required Member illness, accidents, medical conditions, and other issues.
- Refer resident concerns to the Deputy Heads of College or Head of College where appropriate, being mindful of Member welfare, health and safety.
- Act as a communication channel between Members and College staff.

#### 3. Roster duties

- Undertake various roster duties as required (e.g. evening, night, weekend, unlocking, security, safety, etc duties).
- Submit a Duty Report immediately after each rostered evening duty.

- Prepare the duty roster for each semester (this duty will be assigned to one St Margaret's College Leader, normally an experienced Leader).

#### 4. Portfolio duties

- Undertake portfolio duties, as described in the [portfolio descriptions](#).

##### Note

Each College Leader will be allocated one or more of these portfolios. These duties include the following but may change from time to time: apparel, photographer, team bonding, expert breakfasts, deputy fire warden, first aid, guest host, gifts, international liaison, minutes secretary, Communication Cup, pre- and post-dinner co-ordinator, study skills video, name quiz, Māori & Pasifika liaison, health and safety, and social media.

#### 5. College functions

- Attend and participate in College functions.

##### Note

Examples of functions are Sunday formal dinners, pre- and post-dinner gatherings, social events, theme dinners, Ceremony, Sports Day, etc.

#### 6. Expert Breakfasts

- When rostered, arrange a guest speaker for the Wednesday Expert Breakfast.
- Announce the guest speaker at a dinner and prepare a sign-up sheet.
- Communicate the name of the guest speaker to the Librarian in advance of the Breakfast.
- Meet the guest speaker in the foyer prior to the Breakfast.
- Introduce the guest speaker to those in attendance.
- Chair a question and answer session after the guest speaker has eaten and spoken.
- Thank the guest speaker and provide a gift.

##### Note

Each College Leader will be rostered to arrange and lead an Expert Breakfast. Depending on the number of Breakfasts held in the year, it may be that some St Margaret's College Leaders will be rostered for more than one breakfast during the year.

#### 7. Maintenance, health and safety issues

- Note and report any maintenance, health and safety issues on the floors/houses/common spaces.
- Ensure safe evacuation routes on floors/houses by keeping corridors clear.
- Report promptly any loss or damage to equipment, furniture, or property.
- Attend to any minor maintenance issue when safe and appropriate to do so.

#### 8. Compliance with College norms

- Encourage compliance by Members with College norms. Judgement should be exercised in this regard and may include a chat or verbal and/or written warnings. Any matter that arises should be dealt with in a kind and understanding manner, maintaining the integrity of the Member/s concerned.

##### Note

In certain circumstances - such as repeated non-compliance - concerns should be passed on to the Head of College.

#### 9. Training



- Attend the St Margaret's College Leaders training programme immediately prior to the start of the academic year.
- Attend a three-day refresher College Leaders training programme immediately prior to the start of the second semester.
- Attend University Sub-warden training programmes which may be held from time to time during the academic year.

#### 10. Other duties

- Report all accidents, incidents, hazards and near misses in accordance with College procedure.
- Act as a role model for the College, including when off-duty or away from the College.
- Promote and supervise College orientation week events.
- College Tours for prospective Members and other visitors.
- Carry out any other relevant duties as required by College management from time to time. Examples of such duties include assisting with room allocations at the beginning of the year or helping with various University or other functions and events held at the College from time to time.

#### 11. Mentor for new College Leaders

- Act as a mentor as required from time to time for new St Margaret's College Leaders.

#### Note

This particular task is applicable only to experienced St Margaret's College Leaders, i.e. those who have been selected to undertake the role for a further year.

#### Tip

St Margaret's College Leaders are expected to be fully conversant with and follow the contents of the Handbook for St Margaret's College Leaders which provides more details about the above responsibilities and College procedures.

## 4. Relationships

1. Directly responsible to: Head of College
2. Functional relationships with:
  - Deputy Heads of College - Academic and Wellbeing
  - Other College Leaders
  - Members of the Executive Committee
  - Business & IT Manager
  - Conference & Administration Manager
  - Buildings Maintenance Staff
  - Grounds Staff
  - Head Chef and Kitchen Staff
  - Housekeeping staff
  - Librarian

## 5. Expected Outcomes

1. Good relationships are established and maintained with floor/house Members.
2. Effective and timely pastoral care is provided to floor/house Members.
3. A positive, healthy and safe College environment is promoted.
4. A high level of participation by floor/house Members is achieved in floor/house activities

5. Duties are carried out thoroughly, on time, competently and in accordance with the College's policies and procedures.
6. Communication and manner with Staff, Members, and Guests are professional, fair, ethical, honest, helpful, timely, and courteous.
7. Scheduled training and meetings are attended.
8. Conduct is in keeping with the College's underlying values of care, courtesy, common sense, and consideration for others.
9. When on rostered duty, the daily Duty Report is submitted online at the time of going off duty.
10. Requirements of the College's Code of Practice for St Margaret's College Leaders are met.
11. Self-management, including stress management and balancing the demands of the College Leader role with personal wellbeing is attended to on a regular basis.

## 6. Person Specification

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To be appointed as a College Leader, you should:

1. Be a full-time enrolled student at the University of Otago for the duration of the 2026 academic year.
2. Have passing grades in all your University examinations.
3. Be eligible to work in New Zealand.
4. As a minimum, have completed one year of membership of St Margaret's College by the end of the 2026 academic year.
5. Have a good understanding of the College's policies and procedures.
6. Have an ability to assume the responsibility required by the role, particularly its leadership and pastoral care aspects.
7. Have mature life skills and judgement, and a positive outlook on life.
8. Be self-confident, resilient and robust.
9. Have an ability to remain calm under pressure.
10. Have good communication, organisational, time-management, and team skills.
11. Have high levels of initiative (pro-active), reliability, trustworthiness, honesty, professionalism, adaptability and common sense.
12. Have a friendly, approachable, and kind disposition with a strong empathy to relate to and assist others.
13. Have sound problem-solving and reasoning skills.
14. Have an ability to maintain confidentiality.
15. Have practical skills (or have a genuine willingness to undertake and be trained in a limited range of practical tasks, e.g. cleaning up messes, taking photos, attending to technical matters such as connecting computers to projectors or problem-solving, moving furniture, etc).
16. Have an ability to participate in an extensive training programme immediately prior to the beginning of the 2026 academic year and a short refresher training programme immediately prior to the start of the second semester of 2026.
17. Have an ability to devote sufficient time to undertake College Leader duties.
18. Be comfortable with owning up to, and learning from, mistakes.

## 2.4 Appendix 4: College Leader Code of Practice

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College Leaders are expected to observe the following Code of Practice.

1. It is expected that you will give priority to your role as a College Leader and your academic studies as a University of Otago student.
2. You may undertake other commitments or work (whether as an employee or otherwise) provided you do not compromise your responsibilities to the College, fellow College Leaders and Members.
3. You must abide by the rules and policies of the College as outlined in your Accommodation Agreement and the Members' Handbook. The Handbook for St Margaret's College Leaders is your reference and guideline regarding College operations, activities, and expectations.
4. At all times, you are expected to uphold the College's underlying values of care, courtesy, consideration for others, and common sense.
5. Your communication and manner with Staff, Members and Guests should be professional, courteous, honest, fair, timely, and ethical.
6. Your use of social media on behalf of the College should be appropriate, professional, and respectful, and uphold the College's underlying values of care, courtesy, consideration for others, and common sense.
7. You should maintain a social balance with Members and not socialise excessively or repeatedly with any particular group or individual.
8. You may receive confidential information about the College, its Staff, and/or its Members. You must not use or disclose, nor permit to be used or disclosed, any such information except in the proper course of fulfilling your responsibilities of employment.
9. As a College Leader, you will interact with Members and may have access to information of a personal nature. You must be seen by Members as impartial and able to maintain a confidence. In certain situations, you will be required to discuss such confidential matters with the Head of College.
10. You must discuss with the Head of College anything that may affect the health or safety of a Member or the health and safety of others or yourself.
11. You must not purchase or supply alcohol to Members and you must not drink alcohol with Members except when alcohol is available at a formal College function, for example at pre- and post-dinner gatherings on Sundays or the Valedictory Celebration. Any personal consumption of alcohol must be responsibly moderated in keeping with your role as a College Leader and representative of the College.
12. As a representative of the College, you must exercise caution when making statements to others concerning any matter relating to the College or any of its Staff or Members. You must not make any statement to the media concerning such matters.
13. You must respect and not misuse the privileges given to you. College equipment and resources such as phones and photocopiers should not be used for personal matters.
14. You must not be alone with a Member in their room, or your room, behind a closed door without their explicit consent. You may find yourself at times dealing with sick or inebriated Members who may require assistance to their room/bed. You should ensure there is another responsible person present in such instances.
15. a. You hold a position of responsibility and have a level of supervisory authority over Members. It is unacceptable to form a romantic relationship or be involved sexually with a Member. This risks taking advantage of the intrinsic trust, power and status differential implicit in the College Leader/Member relationship. It is potentially an abuse of authority and could be considered serious misconduct which will be investigated using procedures appropriate to the circumstances, and in accordance with the University's Ethical Behaviour Policy.
16. It is not appropriate to form a romantic relationship or be involved sexually with a fellow College Leader.

## 2.5 Appendix 5: Duty Checklists

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These are a summary of the tasks you have to do when on morning and evening duties. You may find it useful as a checklist and occasional reminder.

### Morning Duties

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1. Collect newspapers
2. Turn on lights
3. Deliver a newspaper to Head of College's office door (or the Residence on Saturdays) and the rest to the Dining Hall
4. Check that the doors on automatic timers have unlocked
5. During winter: physically check all paths, driveways, and car parks for signs of ice
6. Note problems on the Maintenance register

### Evening and Late Duty

---

#### Early Rounds

TO BE COMPLETED BY 5:30 PM

1. Check the Study Centre doors and tennis court gate
2. Check the gate between the Study Centre and Thorpe House
3. Check Clyde Wing and kitchen back doors, and the bike shed.
4. Check the gate between Clyde Wing and Kitchen
5. Check the Main Wing alley doors
6. Get the duty phone, make sure a pen and the guest book are on the foyer table
7. Collect meal

#### Sitting in the foyer

1. Welcome guests and keep track of residents with visitors. Ensure that the guest book is used
2. Release South fire door magnetic hold at 7:00 pm
3. Be available to chat with Members

#### Late Rounds

11:00 PM

1. Check that automatic doors have locked (esp. front door)
2. ACR, Library, TV Room, Small Tutorial Room, VCR, Games Room: close all windows and turn off lights
3. Thorpe Tutorial room: close all windows and turn off lights
4. Study Centre: close all windows and turn off lights
5. Atrium: toast time pack up and clean.
6. Clyde Wing walk-through
7. Wilson Wing walk-through
8. Main Wing walk-through
9. Note problems on the Maintenance Request sheet
10. Leave the foyer and office tidy, turn off lights
11. Next morning: return the duty phone and charge if required

## 2.6 Appendix 6: Guestroom Information Checklist

---

- Give the guest their key and show them to the guestroom.
- If they are paying for meals, show them where the Dining Hall is and tell them what time meals are
- Please explain about not taking food out of the Dining Hall and ask the guests not to leave before karakia in the evenings.
- Please tell guests that they can invite people to meals as long as they arrange to pay for the meals before they leave.
- If the guest should have any problems or queries let them know that they can talk to the person on duty in the foyer if after hours or see the Conference Manager during office hours.

## 2.7 Appendix 7: Clyde House Back Door Rules

---

Clyde House has different rules for the Clyde Wing back door. Members living in the House will be aware of these, and you will need to know them too.

These rules are for Clyde House Members only – any other residents seen taking guests in or out of the back door should be spoken to as usual.

In the evenings, guests can either exit where they came from i.e.:

- Go directly to Clyde House from Clyde St.
- Go through the foyer and notify the Duty College Leaders that they are visiting members in the main part of the College as well as people in Clyde House but must return with someone from Clyde House and leave through the foyer.

**Or**

- Go firstly to Clyde House but then ring the Duty College Leader to let them know that someone from Clyde House will bring them in the Clyde Wing Back Door to visit members in the main part of the College

During the day:

- Guests of Clyde House Members may be taken out or in through the back door, but **MUST** have a Clyde House Member with them

## 2.8 Appendix 8: Guide to Creating the Duty Roster

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### General

---

- All College Leaders should be rostered evenly so that all do the same amount of the different types of duties across the year. These different duties are:
  - Morning duties
  - Sunday - Thursday evening duties (5:30 pm - 11:00 pm)
  - Friday and Saturday evening duties (5:30 pm - 11:00 pm)
  - Late duties (11:00 pm - 2:00 am)
  - Weekend duties
- Note that College Leaders who are on weekend duty do not do morning, evening, or late duties on the same weekends that they are on duty.
- Where possible avoid rostering people on multiple duties close to each other. In particular, avoid possible rostering people on weekend duty for any duty in the week before their weekend duty or the Monday evening duty following their rostered weekend.
- On long weekends, the College Leader on weekend duty will also be rostered on for the additional statutory holiday (usually the Monday). Credit this extra time as an extra half-weekend duty.
- Avoid assigning duty to College Leaders on their birthday.
- Remind College Leaders on duty during daylight saving change-over periods that they do duty as if the time that they start with is the current time.
- Review exam period timetables before setting the roster during exam time. Avoid giving College Leaders duty in the few days prior to any exam.

### Holiday Duty

---

The Duty Roster Coordinator also assigns which College Leaders do which holiday duty. This should be organised at the beginning of the year during training so that College Leaders can plan their year.

- Two or three College Leaders should be on each holiday duty team.
- The Roster Coordinator should encourage each holiday duty team to make their own day-to-day roster closer to the time.
- When assigning College Leaders to each holiday duty team consider primarily their availability, but also consider how far people live from Dunedin and their preferences.

### Duty during College functions

---

- During some College events that all College Leaders are required to attend such as Valedictory Dinner and the College Ball the Roster Co-ordinator normally arranges an ex-College Leader to do duty that night. Discuss this with the Head of College prior to organising duties.
- For formal dinners roster one College Leader onto evening duty and try and spread this around the team so that the same person is not consistently missing formal dinners. Additionally spread weekend duty on formal dinner weekends around College Leaders from different teams (S, M, C) as this dictates which team sets up post-dinner gathering and who is responsible for door duty.
- For theme dinners and other College events try and spread these relatively evenly around the team.
- Have a discussion with the Head of College at the beginning of the year during training about how evening duty during College Leader meetings is managed. A non-College Leader must be arranged for a minimum of one hour a week for the duration of the meeting (however longer may be desired) - this is primarily the responsibility of the Head of College to organise.

## Orientation Week

---

- During Orientation week a separate roster must be made. From the Saturday when Members first arrive through to and including the following Saturday morning there are evening and late duties every night as well as morning duty on the Sunday of the first weekend. Morning duty is rostered as a daily duty as opposed to weekly duty during this period. Evening duties are 5:30 pm - 11:00 pm every night, and late duties are 11:00 pm - 3:00 am during this period.
- Two College Leaders will be rostered on simultaneously for evening and late duties. Make sure that each new College Leader completes two morning duties, at least one evening, and one late duty during this period. Where possible organise for each new College Leader to complete one evening or late duty with a returning College Leader.



## 2.9 Appendix 9: Study Skills Video

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The following list is a guide only and should be used as a discussion document when creating the Study Skills video.

### Create an Effective Study Environment

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- Good natural lighting
- Well ventilated
- Light music or a quiet area. What's best for you?
- Wall planner
- Timetable your classes and study
- Minimize distractions

### Use Available Resources

---

- Attend all classes
- Lecture notes
- Textbooks
- Libraries (Central, Medical, SMC, Public, Other)
- Online information and Blackboard
- Student Learning Centre (workshops and advice)
- SMC tutorials
- Study Groups, Mentor Groups, Returners
- Academic Breakfasts, pre/post-dinner gatherings
- Language groups
- College Leaders, Deputy Heads of College, Head of College

### Maintain a Balanced Lifestyle

---

- Regular patterns of sleep and plenty of it (8-10 hours is healthy)
- Regular exercise
- Healthy eating and drinking habits
- Maintain personal hygiene
- Have time out for friends and fun!
- Keep it all in perspective. Know your limits
- Talk with people if you're feeling stressed or overwhelmed

### Good Study Techniques

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- Know what is required and any deadlines for your paper
- Prepare good up-to-date notes
- Set clear goals
- Plan and stick to a study routine
- Time management...prioritise urgent or unfamiliar work
- Share information and question each other
- Use colour, highlighters, mindmaps, and diagrams

- Reward yourself
- Take regular breaks (e.g. work 50, break 10)
- Keep hydrated
- Practice past exams and questions. Use your exam booklets.
- Constant repetition and revision
- Pre-read will make the lectures more interesting and understandable
- Use mnemonics
- Help each other. Teaching is the best way to learn something
- Have a buffer before bed.
- Chunking. Divide study into manageable parts
- Flashcards

For more information, please visit [www.studyprof.com](http://www.studyprof.com)

## 2.10 Appendix 10: Te Reo Māori Welcome

---

The following is only a suggestion. You should change it as necessary and seek advice on pronunciation. The literal English translation is given for your information only, and should not be read. You should only read the text in bold.

**He honore, he kororia ki te Atua**

Honour and glory to God

**He Maungarongo ki te whenua**

Peace on Earth

**He whakaaro pai ki nga tangata katoa**

Goodwill to all people

**Tena koutou, e hoa ma**

Hello friends/colleagues

**Kua tae mai nei i tenei wa**

Who have come here at this time.

**Haere mai ki te Kareti o Makere Tapu.**

Welcome to St Margaret's College.

**He tino pai o koutou haerenga mai.**

It is great to have you here!

**Kia pai te noho ki konei**

**No reira, kia ora tatou katoa**

Welcome to you all.

**Nau te rourou**

With your food basket

**Naku te rourou**

With our food baskets

**Ka ora ai te iwi**

We will move forward together

**On behalf of Arai te Uru Marae and St Margaret's College I would like to formally and warmly welcome you to St Margaret's College. It is wonderful to finally have you all here. I would like to share with you something of an unofficial College motto, which is...**

**He aha te mea nui o te ao?**

What is the most important thing in the world?

**He tangata! He tangata! He tangata!**

It is people! It is people! It is people!

## 2.11 Appendix 11: Room Inventory

## ROOM INVENTORY

Member: \_\_\_\_\_

Room Number: \_\_\_\_\_

Item	Start Year Check (Present/ Quantity)	Comment on Condition	End Year Check (Present/ Quantity)
<b>Bed</b>			
Bed frame			
Mattress			
Pillows (2)			
Under Blanket (wool)			
Over Blanket (wool)			
Spare Blanket (wool)			
Bedspread			
<b>Furniture</b>			
Desk			
Desk Lamp			
Desk Chair			
Extra Table			
Extra Chair			
Bookcase			
Rubbish Tin			
<b>Fittings</b>			
Drapes			
Net Curtains			
Notice Board			
Light Shade			
State of Carpet			
State of Walls			
Mirror			
Coat Hangers			
Towel Rail			
Fire Evacuation Sign			

Start of Year Check - Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Member's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

College Leader Name: \_\_\_\_\_ Signature: \_\_\_\_\_

End of Year Check - Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

College Leader Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## 2.12 Appendix 12: Member Meetings – Topics & Questions

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- Ask what groups they're (or were) involved in. Is there any way St Margaret's could help continue this for them? If the Member has no outside involvements, strongly suggest options, consider whether they are at risk as a lack of involvements other than study may lead to stress.
- How do you take time out for yourself? (good way to identify interests to explore, or procrastination habits to avoid)
- Who do you hang out with? Who do you go to meals with? (Come sit with us!) How do you spend time with friends? Who do you go to lectures with? (identify socially struggling Members)
- How have your parents (or friends) been coping with you living away from home (identify homesickness issues, can bring this back to the previous question about making friends)
- Have any major changes in habits occurred recently?
- Encourage the Member to participate in more of the four "social connections"
- Learning
- Giving (you can ask "Who did you help last year and how did this affect you" or "Who are you hoping to help this year")
- Being active
- Mindfulness
- Are you enjoying your subject? What papers do you like the most (very good lead into "plan B")
- What are you hoping to achieve out of this year? (not "Do you have any goals for the year"), What's plan B and plan C? Explain that keeping an open mind for other opportunities is highly important for both motivation and a better time at University. If this is a struggle for the Member, talk some more about their interests.
- What are you most worried about? (this is a good question to identify family pressures, pressure from University, or a fear of failure – good areas to provide support in)
- How do you enjoy studying? (a good way to identify healthy and unhealthy study habits and provide suggestions)
- Are you feeling healthy? (food/exercise/mood)
- Steaming of lectures is a last resort! (This pushes people out = fresh air, have breakfast, shower, etc.)
- Have you tried the library?
- How much free time do you get?
- How much of that time do you spend relaxing?
- How often do you feel stressed, worried, or on guard?
- What's something new that you would like to try this year?
- What gets in your way of studying? What makes your goals harder to achieve?
- What helped you overcome these barriers in the past?
- Who supports you with these barriers? (a good place to mention College Leaders again)

## 2.13 Appendix 13: Farewell Checklist

---

To make for a smooth transition when packing and leaving, it is recommended that you put this, or a similar list, in a prominent place on your floor.

- Clean your room: This means taking any recycling to bins and bagging rubbish (don't just put it in the kitchen rubbish bins).
- Please leave your sheets in a pile on the bed.
- Check all your drawers and cupboards. Don't forget to check those below your bed and above the wardrobe.
- Throw away anything you've left in the fridge.
- Check your kitchen cupboard.
- Close your windows, turn off the heater and lights, and lock your room.
- Check for lost property in the Mail Room.
- Check for mail/parcels in the Mail Room.
- Return any trophies you may still have.
- Pay any monies owing for floor activities etc.
- If returning to the College next year, put boxes in the basement. You are allowed two medium-sized (banana) boxes or equivalent. Please ask a College Leader to let you into the basement, but make sure this is done at a sociable hour (i.e. not 2:30 am!). Please make sure boxes are well labeled with big letters on all sides.
- Hand in your key. If no one is in the Office, please put it through the flap in the Administration Office door.
- Have a great holiday.

## 2.14 Appendix 14: Expert Breakfast Invitation Template

---

The following is a suggested email invitation for an Expert Breakfast speaker. Feel free to amend where appropriate.

Dear TITLE LASTNAME

My name is FIRSTNAME LASTNAME and I am a College Leader at St Margaret's College at the University of Otago. On behalf of the Head of College and our Members, I would like to extend to you an invitation to be our guest at one of our Expert Breakfasts scheduled for 7.30 am on Wednesday, DATE MONTH.

Expert Breakfasts are a special feature of St Margaret's College and are a great way for our Members to meet some fascinating people and broaden thoughts on career paths.

Members will be interested in knowing something about the work that you do and your journey to getting to where you are now. Regarding format, some guests prefer to give an informal talk for about twenty to thirty minutes followed by a questions and answer session, while other guests engage the students in dialogue for most of the hour. We are very flexible and are happy to do whatever is most comfortable for you.

Attendance at breakfast is limited to around 16 students, as well as our Librarian, Dr John Cross, and myself. Breakfast is self-service, with a continental and cooked breakfast available. We begin at 7.30 am and end promptly at 8.30 am due to classes, although you and Members are welcome to continue chatting informally afterwards for as long as you are willing.

I would be grateful if you could confirm by return email whether you are able to be our Expert Breakfast guest.

Please do not hesitate to contact me if you have any queries.

Kind regards

FIRSTNAME LASTNAME  
College Leader  
St Margaret's College  
333 Leith Street  
North Dunedin  
Mobile: NUMBER

2.15 Appendix 15: Expert Breakfast Poster Template

# Expert Breakfast



Thursday, 3 August  
7.30 - 8.30 am in the Atrium

**Dr Daniel Osland:** This Thursday we have Dr Daniel Osland coming in for Expert Breakfast. Dr Osland belongs to the classics department as well as teaching Latin language. His research interests are Greek and Roman archaeology and Visigoth Spain (The original goths, from Germany and constantly at war with someone or other). Some of the papers he teaches include classical Art and Archaeology of Heroes, Gods and Men as well as Tales of Troy, the Fall of the Roman Empire and other awe-inspiring topics. If this hasn't convinced you that this is the breakfast for you, perhaps the fact that he works in Spain doing archaeological digs will.

## SIGN UP NOW!

Please sign up below for attendance, which is limited to sixteen students. If you cannot attend, cross your name off as soon as possible (before Wednesday evening) so that someone else can come. It's hardly polite to our guests and to fellow students if you sign up and fail to appear! **If you sign up show up!**

Name	Room	Name	Room



## 2.16 Appendix 16: Fire Evacuation Procedures

---

As College Leaders, you are the Floor Wardens for your section of the buildings. This means that you must routinely check that the contents of your firebox are present, that nothing is stored across or blocking the corridors or means of escape, and that the fire/smoke doors (except those fitted with electromagnetic holdbacks) in your area are closed. You are also required to undertake any training as required and deputise for the Chief Fire Warden when delegated authority. In order to effectively perform your duties, you need to be fully aware of the evacuation routes and assembly point for Members of your area.

In addition to these routine duties, you are responsible for the safe and efficient evacuation of your area in the event of an alarm. Part of this responsibility includes making your floor Members fully aware of the procedure to be followed in the event of an alarm. At the first floor meeting, you should fully explain the escape routes available to your Members and their assembly points.

In the event of an alarm, the Chief Fire Warden will get the clipboard and the jacket from the cupboard next to the fire hose in the Main Corridor (outside the Stationery Room). The Chief Fire Warden will leave the cupboard door open after doing this. Since the Chief Fire Warden may not always be on hand for fires, all Floor Wardens should check if this cupboard door is open. If it is not open then you should take the clipboard and jacket outside to put it on. Stand in a central place at the foot of the drive until the Chief Fire Warden or another Staff Member relieves you.

The procedure when the fire alarm sounds is as follows:

1. Go to your area's fire-box. Open the box and collect your notepad, pencil and armband.
2. Put on your armband.
3. Visually inspect all rooms within your area of responsibility, including bedrooms, toilets, bathrooms, kitchens, and any other common rooms and ask occupants of these areas to proceed in an orderly manner to their appointed assembly area.
4. Make sure everyone is out and shut each door. If you cannot gain access to a room, note these room numbers on the pad and report these to the Chief Fire Warden.
5. Assist any confused or panicky residents towards their means of escape.
6. Make sure all fire and smoke doors are shut.
7. Check the areas adjacent/above and below your own as you leave the building in case the appointed Floor Wardens are not present.
8. Leave the building and make a situation report to the Chief Fire Warden at your designated reporting point either in person or on the Fire Evacuation Slack channel.
9. Residents are not to move from their assembly points until the Chief Fire Warden or New Zealand Fire Service personnel present give the say-so.
10. Although our alarm system is programmed to call the Fire Service automatically when the fire alarm sounds, the Chief Fire Warden will call 111. If the Chief Fire Warden is not present this will be done by the Deputy Chief Fire Warden.
11. If the alarm sounds after office hours or on weekends, someone must also call the Head of College to alert them to the matter. Her residence has a separate alarm system and the College alarm does not sound in her residence. Her mobile number is (027 461 7181)[tel:0274617181] and the landline is (926 9697)[tel:039269697].

!!! Danger Firefighting should only be attempted **if it is safe to do**. The prime objective in an emergency is the safe evacuation of all persons on the premises.

## 2.17 Appendix 17: College Leader Benefits and Notes

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### Summary of benefits:

- Fees discount:
- First year in the role – 70% fees discount
- Second year in the role – 80% fees discount
- Third year (or greater) in the role – 90% fees discount
- Waiver of acceptance fee (\$550)
- Full training (and free board during training)
- Leadership experience (good for the CV!)
- Social activities and outings
- One free overnight guest (up to two nights) per fortnight<sup>1</sup>
- One free guest meal per week<sup>2</sup>
- May use the housekeeping laundry in the basement as long as it is kept tidy (any towels in the machines need to be folded or transferred to the drier and started)
- Can use the side gate next to Clyde Wing to exit to Clyde Street (not with Members or guest, however)

### Notes:

- Appointments to the role of College Leader are for one academic year.
- You are not required to commit to more than one year as a College Leader.
- Apart from approved absences, College Leaders are required to spend every night at the College (even if out late, you still need to be home at a time that will satisfy this rule).
- Although a further year as a College Leader is possible, there should be no expectation of an automatic re-appointment. Any re-appointment will normally follow the usual application and selection process.
- Applications from any current or past Members (all years, not just first- and second-year students) are welcome.
- Appointment to a third year in the role is by invitation and mutual agreement only.

---

1. You must still book your overnight guest using the form on Rafr 

2. You must register your meal guest by scanning the QR code in the Dining Hall and completing the form. Weeks run Monday - Sunday. 

## 2.18 Appendix 18: College Leader Portfolio Allocations

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Portfolio	Leader(s)
Apparel Co-ordinator (2, one-off)	Rochell & Rose
Arts Coordinator	Jade
College Photographers (3)	Arwen, Mekaal, & Richard
Birthday Baking Box Co-ordinator	Agustina
Communication Cup Co-ordinator (one-off)	Gracie
Door System Co-ordinators (3)	RA, RB, and RC College Leaders
Duty Roster Co-ordinator	Lucy
Event Breakfast Co-ordinator	Jade
Formal Dinner Co-ordinator	emma
Fire Secundus	RC College Leader
Gift Co-ordinator	Rochell
Guest Host	RA College Leader
Health and Safety Representative	Emma
Laundry Co-ordinator (2 for 2026)	Agustina and Richard
Minutes Secretary	Anna
Name Quiz Co-ordinator (one-off)	Anna
Social Media Liaisons (2)	Arwen and Grace
Study Skills Video Co-ordinators (2, one-off)	Agustina & Mekaal
Team Bonding Facilitators (2)	Emma & Rose

## 2.19 Appendix 19: Monthly Report Template

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Page 1:



**CONFIDENTIAL**

### COLLEGE LEADER'S MONTHLY REPORT

*Please complete this form electronically and email it to the Head of College by the last day of each month, beginning 31 March and ending 31 October. Due to the mid-year holiday, however, no report is required for June.*

**College Leader:**

**Floor/House:**

**Month:**

#### 1. Summary of your Floor/House

*Please comment briefly on how you feel the month has gone for your Floor/House. Examples of aspects you could mention here are: Members support of one another, camaraderie/collegiality amongst members, behavioural trends, noise concerns, tidiness in kitchens and bathrooms, etc.*

#### 2. Summary of Floor/House Events

*Please provide dates and details of any events (eg. birthday meetings, external outings, Floor/House Fellows dinners, etc). Aspects to mention: type of event, number attended, how you thought it was received by Members, problems/obstacles encountered, etc).*

#### 3. Individual Members

*Please comment on any Members who you may be currently concerned about or have had concerns about over the past month. Areas of concern could include study issues, stress levels, wellbeing challenges (mental, physical, emotional), behavioural issues, friendship difficulties.*

**4. Personal Wellbeing**

*Please briefly comment on how the month has been for you personally. For example: What have you enjoyed the most? The least? What's going well for you personally? How do you feel you are managing the demands of your (1) College Leader role and (2) studies? Do you have any concerns? Do you need any particular support or assistance? Please remember that the Head of College is available for support or advice or a listening ear or a chat at any time.*

**5. Advice, Suggestions, Tips or Requests (if any)**

*Do you have any advice, suggestions, tips or requests for your fellow College Leaders, the Head of College and the Deputy Heads? For example, you might have a tip to pass on regarding a particular situation you handled that could be of benefit to others.*

**6. Miscellaneous (if any)**

*If there is anything that has not been covered under the above sections of the report, please feel free to mention them here.*

*Please save this as a **Word** (not PDF) document in the format "**firstname-monthyear**"  
(e.g. Liz-March2020)  
before emailing it to [elizabeth.koni@stmargarets.college](mailto:elizabeth.koni@stmargarets.college)*

[Download document](#)

## 2.20 Appendix 20: College and Emergency Phone Numbers

### College Phone Numbers

#### Note

Extensions can be called directly from any internal phone

#### Admin Staff

NAME	PHONE	EMAIL
<b>Elizabeth Koni</b> Head of College	<b>Office</b> Ext. 1001 or 03 926 9691 <b>Home</b> Ext. 1101 or 03 926 9697 <b>Mobile</b> 027 461 7181	<a href="mailto:elizabeth.koni@stmargarets.college">elizabeth.koni@stmargarets.college</a>
<b>Anthony Sewell</b> Deputy Head of College - Academic	<b>Office</b> Ext. 1002 or 03 926 9692 <b>Home</b> Ext. 1102 or 03 926 9698 <b>Mobile</b> 021 845 1021	<a href="mailto:anthony.sewell@stmargarets.college">anthony.sewell@stmargarets.college</a>
<b>Jacqui Earland</b> Deputy Head of College - Wellbeing	<b>Office</b> Ext. 1005 or 03 926 9695 <b>Mobile</b> 021 266 2807	<a href="mailto:jacqui.earland@stmargarets.college">jacqui.earland@stmargarets.college</a>
<b>Adam Clarke</b> Business & IT Manager	<b>Office</b> Ext. 1003 or 03 926 9693 <b>Mobile</b> 021 375 132	<a href="mailto:adam.clarke@stmargarets.college">adam.clarke@stmargarets.college</a>
<b>Dr John Cross</b> Librarian		<a href="mailto:crossjohn7@gmail.com">crossjohn7@gmail.com</a>

#### Maintenance

NAME	PHONE	EMAIL
<b>Antony Arlidge</b> Buildings Maintenance Supervisor	<b>Workshop</b> Ext. 1030 <b>Home</b> 03 455 4583 <b>Mobile</b> 027 445 5818	<a href="mailto:antony.arlidge@stmargarets.college">antony.arlidge@stmargarets.college</a>

#### Kitchen

NAME	PHONE	EMAIL
<b>Beth Henderson</b> Head Chef	<b>Kitchen</b> Ext. 1010 or 03 926 9696 <b>Mobile</b> 022 043 7706	<a href="mailto:beth.henderson@stmargarets.college">beth.henderson@stmargarets.college</a>

### Other numbers

#### Health

NAME	PHONE
<b>Student Health</b>	03 479 8212 or 0800 479 8212
<b>Healthline</b> 24-hours	0800 611 116
<b>Dunedin Public Hospital</b>	03 474 0999 or 0800 467 846

NAME	PHONE
<b>Urgent Doctors &amp; Pharmacy</b> 18 Filleul Street	03 479 2900
<b>Emergency Psychiatric Services</b>	03 474 0999 or 0800 467 846
<b>School of Physiotherapy Clinics</b>	03 479 5757

**Fitness**

NAME	PHONE
<b>Unipol</b>	03 479 5888

**Security**

NAME	PHONE
<b>Campus Watch</b>	03 479 5000/5001 0800 479 5000 021 279 5000 (text only)
<b>Dunedin Central Police</b>	03 471 4800
<b>Campus Cop</b>	03 479 4883

**Contractors & Suppliers****Keys, Locks, and Security Cameras**

NAME	PHONE
<b>Begg Security</b> 24-hours	03 477 7711

**Fire Protection**

NAME	PHONE
<b>Chubb</b>	03 455 5079

**Vehicle Towing**

NAME	PHONE
<b>Reilly's Towing &amp; Salvage</b>	03 477 8757

**Pollution & Rubbish**

NAME	PHONE
<b>Noise Control</b>	03 477 4000
<b>Enviro NZ</b>	0800 240 120

**Linen & First-Aid Kits**

NAME	PHONE
ALSCO	0800 425 726

**Maintenance**

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For all maintenance problems contact Antony Arlidge during business hours or the on-call staff member outside of regular hours, before calling external maintenance services.