POSITION DESCRIPTION

Position Title	National Manager, Student Life		
Organisational Unit	Office of Student Success		
Functional Unit	Student Programs		
Nominated Supervisor	Director, Office of Student Success		
Higher Education Worker (HEW) Level	9	Campus/Location	Brisbane, Melbourne, North Sydney
CDF Achievement Level	2 Management (Line)	Position Number	1060515
Employment Type	Full-time	Date reviewed	15 July 2020

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter. ACU's Mission is central to the University, and informs every area – integrating the dignity of the human person, the common good, and ethical and social justice considerations into our core activities of student learning and teaching, research and service.

We are a publicly-funded university which has grown rapidly over the past few years. We're young, but we are making our mark: ranking among the top universities worldwide. We have got seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We know that our people make us a university like no other. It's your values, action and passion that makes the difference. Whatever role you may play in our organisation: it's what you do that defines who we are.

We value staff, offering excellent leave and employment conditions, and foster work environments where they have the ability grow and develop. We continue to invest in our facilities and workplaces, and actively involve staff in shaping the future direction of the organisation.

In order to be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

We hope that you might champion these values, and work with us to create a place of learning that is not only the envy of the world, but the making of it.

The structure to support this complex and national University consists of:

- Provost and Deputy Vice-Chancellor (Academic)
- Chief Operating Officer & Deputy Vice-Chancellor (Administration)
- Deputy Vice-Chancellor (Research)
- Deputy Vice-Chancellor (Education and Innovation)
- Deputy Vice-Chancellor (Coordination)
- Vice President

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Vice President drives both the Identity and the Mission of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

ABOUT THE OFFICE OF STUDENT SUCCESS

As part of the wider portfolio of the Chief Operating Officer & Deputy Vice-Chancellor, the Office of Student Success (OSS) provides students with support services to promote student engagement in university life, opportunities for student leadership development and opportunities for students to develop graduate attributes making them career-ready professionals.

The OSS is responsible for supporting student associations including the ACU National Student Association (ACUNSA) and the Postgraduate Association (PGA). OSS is also responsible for the delivery of university-wide initiatives that comply with regulatory and statutory requirements, such as Respect. Now. Always. (RNA) and Safeguarding Children and Vulnerable Adults.

The Director, OSS manages and leads the professional student support services which are delivered across the University. These services aim to provide every student with opportunities to succeed with achieving their academic and personal goals.

Student support is available through the following service areas:

- Career Development Service
- Counselling and Disability Service
- Student Life
- Student Advocacy Service

The Office of Student Success provides a range of student programs for whole of life formation through leadership opportunities which promote the development of character, responsibility, integrity, motivation, humility, spirituality, service and compassion for others, such as:

- membership of the Golden Key International Society
- Community Achievers' Program
- Leading with Impact - leadership program for students
- ACU Games
- non-sporting student clubs and societies.

POSITION PURPOSE

The National Manager, Student Life exercises strategic leadership in the planning, coordination and delivery of a range of student programs, activities and services for students consistent with the Mission and the strategic goals of the University. Working collaboratively with stakeholders across the University, this role provides and coordinates specialist programs to be delivered by the functional units within the role's responsibility. This position manages and supervises staff to achieve agreed outcomes for the enhancement of student life. This will include the development and implementation of Operational Plans and the review of policies, procedures and practices to achieve the University's key strategic outcomes as directed in the ACU Strategic Plan. The National Manager, Student Life will need to be able to travel and to work flexible hours including evening and weekends when needed.

POSITION RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU Strategic Plan 2020-2023
- Catholic Identity and Mission
- ACU Capability Development Framework
- Higher Education Standards Framework
- ACU Service Delivery Model

- ACU Staff Enterprise Agreement, including provisions in relation to Performance Excellence
- ACU Staff Reconciliation Action Plan

The Capability Development Framework in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

Key responsibilities

Key responsibilities specific to this position	Relevant Core Competences (Capability Development Framework)	Scope of contribution to the University			
		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
Manages the activities of the functional unit to meet the requirements of the University Mission, ACU Strategic Plan and Office of Student Success organisational unit plans and to ensure the service operates within budget.		☐	☐	☐	☒
Manage the planning and delivery of the ACU Orientation Program at a national and a local level.		☐	☐	☐	☒
Reports on activities of the functional unit including progress and achievements and matters of internal and external compliance.		☐	☐	☒	☐
Liaises and collaborates with the Director, Office of Student Success and other Managers in the development of integrated and cross disciplinary service delivery, joint programs and projects.		☐	☐	☒	☐
Designs, implements, markets and manages projects and programs related to student life on campus in collaboration with other areas, both internally within the university and with Student Associations. Ensuring compliance with external legislative, policy or professional requirements.		☐	☐	☐	☒
Develops and implements Operational Plan and Risk Register for the functional unit which is aligned with the strategy of the Director, Office of Student Success and the Office of Student Success organisational unit plan.		☐	☐	☒	☐
Monitors matters related to the functional unit on a national level, in the University tertiary sector, government (state and federal) and the community generally.		☐	☐	☐	☒
Enhances the image of the functional unit and builds the Office of Student Success profile in the University community.		☐	☐	☐	☒
Manages the production and quality of the functional unit marketing material and publications, including website content, electronic communications and all print materials in line with the Student Communication Strategy.		☐	☐	☒	☐

Manages the functional unit budget ensuring effective budget planning and implementation.		☒	☐	☐	☐
Participates and contributes to local and national committees, meetings and events as requested by the Director, Office of Student Success.		☐	☐	☐	☒
Manages and supervises staff within the functional unit providing support and professional development opportunities to ensure priorities are met and outcomes within the unit's Operational Plan are achieved.		☒	☐	☐	☐

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Providing strong management and leadership for the delivery of activities to students. In addition, developing robust communication channels to geographically dispersed staff from diverse backgrounds;
- Planning, developing, implementing and reviewing activities to ensure services provided are guided by best practice and a responsiveness to the changing needs of the University; and
- Managing the service to achieve agreed outcomes and strategic objectives of the University within budget.
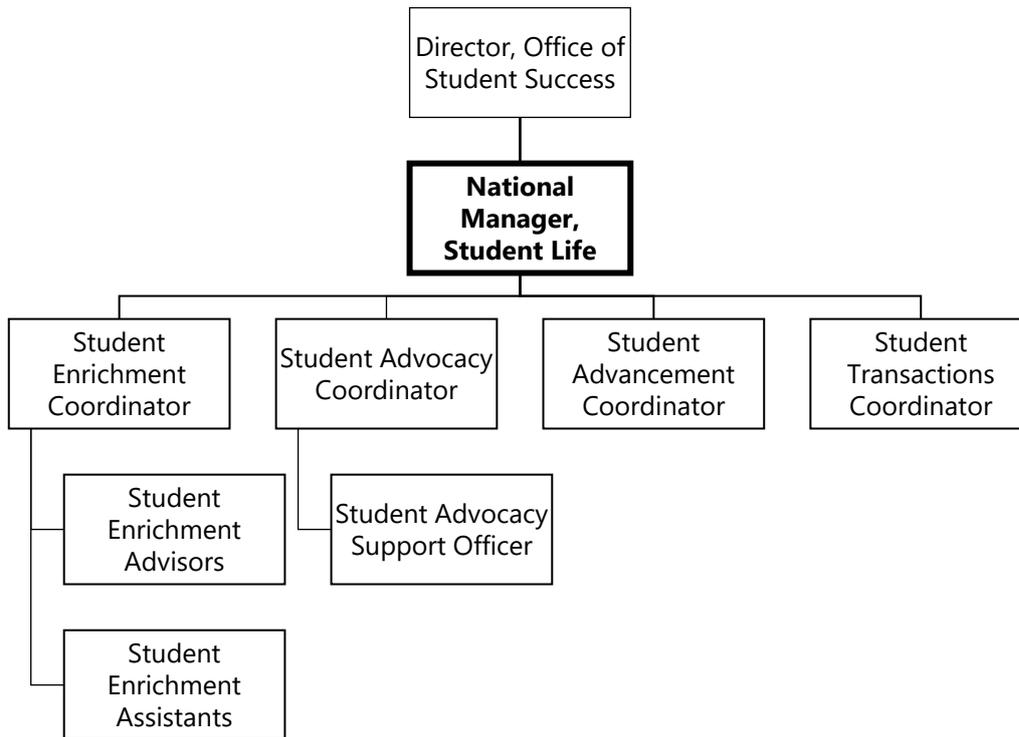
Decision Making / Authority to Act

- The position holder has substantial autonomy in the day-to-day management of the service and must make all decisions on administrative aspects referring more complex matters to the supervisor.
- The position holder gives advice and recommendations on policy improvements to the Director, Office of Student Success in response to legal requirements and policy changes.
- The position holder responds to a range of enquiries and is required to find suitable solutions for more complex matters. ACU Policies, procedure manuals and guidelines assist the position holder with enquiries.
- The position holder makes decisions relating to planning and delivery of a range of programs and events.
- The position holder allocates budget and monitors expenses for the Student Success Unit across six campuses.

Communication / Working Relationships

- The position holder will be required to keep the Director, Office of Student Success informed on plans, progress and any issues where the Director, Office of Student Success will provide direction, advice, coaching and manage development and performance.
- The position holder will be required to set aspirational goals for the service as set out in the Operational Plan and agreed by the Director, Office of Student Success. The direction set for the service is clearly communicated to staff and strategies effectively managed for achievement.
- The position holder will be required to communicate with professionals from other Universities and relevant external organizations to coordinate joint initiatives.
- The position holder communicates internally with staff and is responsible for communicating program initiatives, policies, procedures and direction consistent with strategic directions, planning and relevant legislation to those delivering the services.
- The position holder liaises with internal and external stakeholders to arrange collaborative partnerships for the enhancement of the functional unit.

Reporting Relationships

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                          │ Director, Office of │
                          │ Student Success  │
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                          ┌─────────────────┐
                          │    National     │
                          │    Manager,     │
                          │   Student Life  │
                          └────────┬────────┘
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┌───────────────┐ ┌───────────────┐ ┌───────────────┐ ┌───────────────┐
│    Student    │ │Student Advocacy│ │    Student    │ │    Student    │
│   Enrichment  │ │  Coordinator  │ │  Advancement  │ │  Transactions │
│  Coordinator  │ │               │ │  Coordinator  │ │  Coordinator  │
└───────┬───────┘ └───────┬───────┘ └───────────────┘ └───────────────┘
        │         ┌───────────────┐
  ┌─────────────┐ │Student Advocacy│
  │   Student   │ │Support Officer│
  │  Enrichment │ └───────────────┘
  │   Advisors  │
  └─────────────┘
  ┌─────────────┐
  │   Student   │
  │  Enrichment │
  │  Assistants │
  └─────────────┘
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For further information about structure of the University refer to the organisation chart.

QUALIFICATIONS AND CAPABILITY OF THE POSITION HOLDER

This section sets out the qualifications, skills, knowledge, experience and competencies expected of the position holder, collectively referred to as 'qualifications and capability'. These are informed by the key responsibilities of the role and the Core Competencies set out in the Capability Development Framework.

Opportunities to develop capability are provided through the development programs coordinated by internal providers of professional development. See the Training and Development website for more information.

In recruiting and selecting a candidate for the position, a subset of the qualifications and capability will form the Selection Criteria, **to a maximum of 10**.

Qualifications and Capability	
Qualifications, skills, knowledge and experience	
1.	Tertiary qualification in Education, Marketing or Psychology and demonstrated successful management experience in a tertiary setting. Experience in remote supervision will be highly regarded.
2.	Extensive experience in a higher education setting delivering programs designed to increase student development and engagement. A demonstrated understanding of student development and engagement principles in the tertiary sector and major factors that influence this area. Extensive experience with the creation and start-up of new, innovative programs with ability to exercise initiative.
3.	Excellent project management skills (including planning, implementation, evaluation, reporting) to meet outcomes and deadlines. Ability to provide strategic advice, collate and interrogate data about student retention and success and produce relevant reports.

Qualifications and Capability	
Core Competencies (as per the Capability Development Framework)	
4.	Live ACU's Mission, Vision and Values: Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.
5.	Deliver Stakeholder Centric Service: Keep stakeholder interests at the core of ACU business decisions and ACU service excellence as a top priority. See the ACU Service Delivery Model.
6.	Coach and Develop: Coach and develop self and others through setting clear expectations, managing performance and developing required capabilities to establish a culture of learning and improvement.
7.	Be Responsible and Accountable for Achieving Excellence: Take personal accountability for achieving the highest quality outcomes through understanding the ACU context, self-reflection, and aspiring to and striving for excellence.
Other attributes	
8.	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
9.	Evidence of ability to work with children, and contribute to and protect their safety and wellbeing. The successful applicant will be required to hold a valid working with children clearance for the State or Territory in which the position is located.
10.	Evidence of ability to work with vulnerable people, and contribute to and protect their safety and wellbeing. The successful applicant will be required to be registered to work with vulnerable people in the Australian Capital Territory.