

POSITION DESCRIPTION

Position Title	Administrative Officer / Personal Assistant		
Organisational Unit	Faculty of Health Sciences		
Functional Unit	School of Nursing, Midwifery and Paramedicine (NSW/ACT)		
Nominated Supervisor	School Team Leader		
Higher Education Worker (HEW) Level	HEW5	Campus/Location	North Sydney
CDF Achievement Level	1 All Staff	Work Area Position Code	11085
Employment Type	Full-time Continuing	Date reviewed	February 2018

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Our Mission: 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 the University consists of:

- Provost
- Chief Operating Officer & Deputy Vice-Chancellor
- Deputy Vice-Chancellor, Research
- Deputy Vice-Chancellor, Students, Learning and Teaching
- Vice President
- Pro Vice-Chancellor Assisting the Vice-Chancellor and 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.

ACU is committed to diversity and social inclusion in its employment practices. Applications from Aboriginal and Torres Strait Islander people, people with disabilities and people from culturally diverse groups are encouraged.

ABOUT THE FACULTY OF HEALTH SCIENCES

The Faculty of Health Sciences comprises six schools:

- Allied Health
- Exercise Science
- Nursing, Midwifery and Paramedicine
- Physiotherapy
- Science
- Psychology

There are approximately 12,500 students (EFTSL) and 522 (FTE) staff in the faculty under the disciplines: social work, public health, occupational therapy, speech pathology, exercise science, nursing, midwifery, paramedicine, physiotherapy, science, psychology and counselling. The Faculty is represented across six of ACU's campuses. An expanding portfolio of postgraduate courses are also available in coursework and research.

The Faculty's research priorities focus on Cardiovascular Disease and Metabolism, Health Services Research, Movement and Rehabilitation, Psychology and Mental Health. Further information about the Faculty can be found at: http://www.acu.edu.au/about_acu/faculties_institutes_and_centres

ABOUT THE SCHOOL OF NURSING, MIDWIFERY AND PARAMEDICINE NSW/ACT

ACU is a recognised nationwide leader in health sciences education and prides itself on the quality of its programs and its graduates. The School of Nursing, Midwifery and Paramedicine NSW/ACT comprises a team of highly motivated and dedicated academic and professional staff who have built a strong teaching and learning environment as evidenced by student demand, entry levels, and student course experience evaluation over several years.

POSITION PURPOSE

The position is responsible for the delivery of high quality services in effective and seamless support as personal assistant to the State Head of School (SHoS) and staff in the School of Nursing, Midwifery and Paramedicine (NSW/ACT). The position will work closely with the SHoS and the School Team Leader to ensure the effective and efficient operation of the School.

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 2015-2020
- Catholic Identity and Mission
- ACU Capability Development Framework
- Higher Education Standards Framework
- ACU Service Principles
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence

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 ✓
Provide high level support to the State Head of School, including responsibility for: <ul style="list-style-type: none"> Diary management – prioritizing appointments and the proactive management of time and resources; Email management – monitoring of inbox and coordinating all incoming and outgoing email correspondence; Travel arrangements for the State Head of School, School staff, as well as international, national and local visitors – including organizing itineraries, transport, accommodation, visa and registration requirements; Meeting preparation – room and teleconference bookings, catering, minute taking and collating relevant documentation; Telephone communication – screening all calls; Drafting correspondence, proof reading documents, as well as extracting data as requested; Use of FlexiPurchase in reconciling State Head of School's credit card expense account & School's cab charges on a monthly basis Basic technology assistance (Microsoft Office, iPad) Oversee maintenance Office supplies (Stationery) within the School's budget Process payment of invoices, staff reimbursements and other ad-hoc queries. 	<ul style="list-style-type: none"> Know ACU Work Processes and Systems Be Responsible and Accountable for Achieving Excellence Collaborate effectively 				✓
Coordinate the workflow of the State Head of School on a day to day basis, including establishing and maintaining operating procedures and identifying more efficient processes for diary and email management Manage all incoming queries to the State Head of School from initial inquiry to completion.	<ul style="list-style-type: none"> Know ACU Work Processes and Systems Be Responsible and Accountable for Achieving Excellence 		✓		
Facilitate positive and professional working relationships with key stakeholders and clients, both internal and external, ensuring confidence in and enhancement of the reputation of the School of Nursing, Midwifery & Paramedicine.	<ul style="list-style-type: none"> Know ACU Work Processes and Systems Collaborate effectively 				✓

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		Within the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
<p>Work closely with Team Leader and Administrative Officers to ensure smooth transitions when the State Head of School is working between campuses.</p> <p>Maintain effective and efficient record and file management for the School of Nursing, Midwifery and Paramedicine</p> <p>Other duties as required</p>	<ul style="list-style-type: none"> Know ACU Work Processes and Systems Be Responsible and Accountable for Achieving Excellence Collaborate effectively 		✓		

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Work within established deadlines and manage workload accordingly
- Proactively improve efficiency as needed and ensure accuracy of information disseminated to students and staff

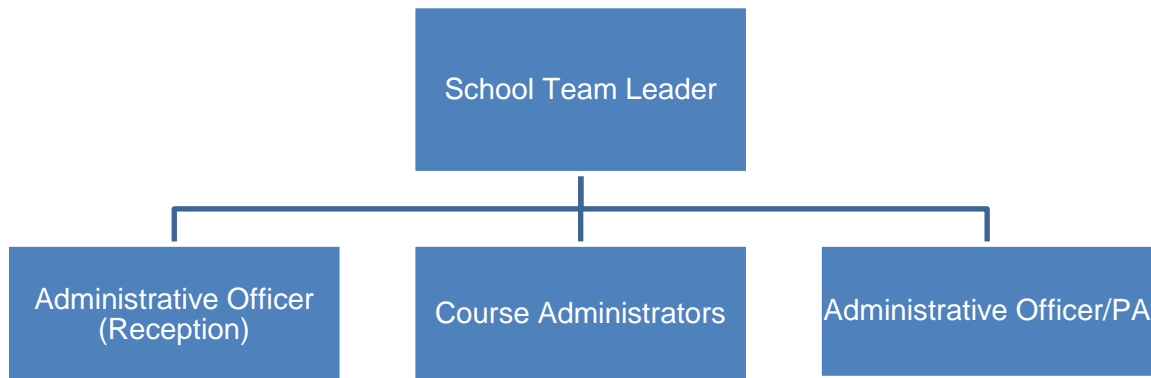
Decision Making / Authority to Act

- Respond to routine enquiries from students and staff and refer more complex matters to Student Advisors, Course Coordinators and Nominated Supervisor

Communication / Working Relationships

- Communicates internally with staff and students and is responsible for communicating policies, procedure, and guidelines as needed to students and staff
- Liaises with internal and external stakeholders as required. Manages phone enquiries from other organisations, students and members of the general public

Reporting Relationships



For further information about structure of the University refer to the [organisation chart](#).

SELECTION CRITERIA

Qualifications and Capability		Selection Criteria
Qualifications, skills, knowledge and experience		
1.	Completion of an associate diploma with relevant experience, and/or an equivalent combination of relevant experience and education/training.	Yes
2.	Demonstrated administrative experience or ability to quickly acquire knowledge of administrative processes associated with a tertiary institution.	Yes
3.	Demonstrated initiative including the ability to work independently as well as within a team.	Yes
4.	Demonstrated proficiency in the use of Microsoft Office Suite of Programs, email packages, and other database packages (Access).	Yes
Core Competencies (as per the Capability Development Framework)		
5.	Demonstrate confidence and courage to achieve ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.	Yes
6.	An ability to take personal accountability for achieving high quality outcomes, keeping stakeholder interests at the core of business decisions and service excellence as a top priority. See the ACU Service Principles .	Yes
7.	Demonstrate capacity to work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence.	Yes
8.	Demonstrated ability to plan work activity, prioritise time, tasks and resources using established processes and technologies to achieve optimum efficiency and effectiveness.	Yes
Other attributes		
9.	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.	Yes