

POSITION DESCRIPTION

Position Title	Project Officer		
Organisational Unit	Corporate Services Directorate		
Functional Unit	Office of the Chief Operating Officer		
Nominated Supervisor	Project Manager, Integrated Services Management Project		
Higher Education Worker (HEW) Level	HEW 7	Campus/Location	St Patricks
CDF Achievement Level	1 All Staff	Work Area Position Code	TBC
Employment Type	Full-time Secondment Opportunity	Date reviewed	December 2017

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.*

Australian Catholic University (ACU) is both a Catholic University and a public institution within the Australian higher education sector. ACU is an inclusive community which welcomes students and staff of all beliefs. The University is committed to a strong Catholic ethos and seeks to foster and promote teaching and learning, research and scholarship, and community engagement in the Christian tradition. As valued members of our community, all staff members are expected to have an understanding of ACU's [Mission](#) and values and to demonstrate an active contribution to them.

The University shares with universities worldwide a commitment to quality in teaching, research and service. It aspires to be a community characterised by free enquiry and academic integrity.

The University chooses to focus on areas of teaching and research that are closely connected with its particular character as a University that is Catholic, public and national. The focus areas are Theology and Philosophy, Health, Education, and the Common Good and Social Justice.

ACU has over 2,500 staff supporting more than 34,000 students across seven campuses – Adelaide, Ballarat, Brisbane, Canberra, Melbourne, North Sydney and Strathfield.

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

- Provost
- Chief Operating Officer & Deputy Vice-Chancellor
- Deputy Vice-Chancellor, Research
- Deputy Vice-Chancellor, Students, Learning and Teaching

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Directorate of Identity and Mission 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.

The University pursues performance excellence and offers an environment where staff are valued and rewarded. Staff are expected to demonstrate a commitment to continuous improvement and to participate fully in resolving issues to achieve and maintain quality standards relevant to role. Further information about a career with ACU is available at www.acu.edu.au.

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 OFFICE OF THE CHIEF OPERATING OFFICER

The Office of the Chief Operating Officer (COO) oversees the operations of the Corporate Services Portfolio, which is comprised of the directorates of Finance, General Counsel, Governance, Human Resources, Information Technology, Marketing & External Relations, Planning & Strategic Management, Properties & Facilities, and Student Administration. The Office of COO is responsible for Portfolio planning, resources, communications and workforce matters, and is also responsible for university-wide projects and priorities including the ACU Service Excellence Strategy and the Service Matters Improvement Team.

POSITION PURPOSE

The Project Officer is responsible for supporting the Integrated Service Management Project in line with the University's strategic goal of service excellence. The position will identify and recommend opportunities for process improvement that drives business efficiencies in service delivery and delivers on Integrated Service Management Project goals.

The position will prepare and manage Integrated Service Management Project documentation relating to process maps, system design and functional specifications and supporting project documentation.

The position will also be responsible for contributing to an overarching knowledge management strategy, and the identification and creation of required knowledge articles.

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 ✓
Collaborate with stakeholders to accurately document customer user requirements for 'to be' service delivery processes and workflows to ensure the new service delivery system meets identified business needs.	<ul style="list-style-type: none">• Know ACU Work Processes and Systems• Collaborate Effectively				✓

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Prepare and manage project documentation including support for project meeting minutes and other project related materials	<ul style="list-style-type: none"> Communicate with Impact Be Responsible and Accountable for Achieving Excellence 	✓			
Contribute to the design and manage the identification and collection of information required for the creation of a university service management 'knowledge bank' to build staff self-help resources and capability.	<ul style="list-style-type: none"> Collaborate Effectively Be Responsible and Accountable for Achieving Excellence 				✓
Assist the design and documentation of functional specifications required for each service area and roles impacted as part of implementation planning for a new service delivery system.	<ul style="list-style-type: none"> Know ACU Work Processes and Systems Collaborate Effectively 				✓
Identify and investigate potential inconsistencies and/or inefficiencies in workflows, recommending redesigned processes to achieve a higher level of efficiency and productivity across the business.	<ul style="list-style-type: none"> Know ACU Work Processes and Systems Communicate with Impact Collaborate Effectively 				✓
Provide regular reports and updated process maps to effectively facilitate project planning and business modelling for the new enterprise service delivery system.	<ul style="list-style-type: none"> Know ACU Work Processes and Systems Make Informed Decisions Be Responsible and Accountable for Achieving Excellence 	✓			
Assist the planning and coordination of user acceptance testing for new service delivery model including the creation of test plans and collation of user feedback.	<ul style="list-style-type: none"> Collaborate Effectively Make Informed Decisions Know ACU Work Processes and Systems 	✓			

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Performing analysis of complex business, workflow and related system issues in a high- volume operating environment to support decision-making.
- Contributing to the creation of an effective method for data collection, concurrently and across multi-functional areas.
- Maintaining a high level of learning agility and developing a deep understanding of University processes to design sustainable business processes that enhance ACU's capability to deliver continued service excellence.
- Resistance and barriers to change associated with new systems and business process improvement solutions.
- Assisting the translation of business goals and stakeholder needs/suggestions into improved business processes that create efficiencies for each work area.

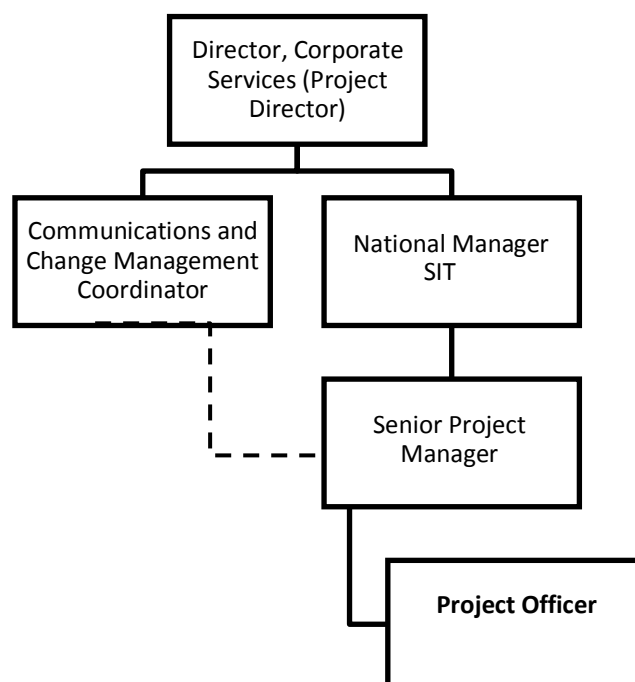
Decision Making / Authority to Act

- The position holder has substantial autonomy in the day to day management of the identification, analysis, negotiation and validation of the 'as is' and 'to be' business processes and related workflows.
- The position holder has substantial autonomy in the day-to-day management of support and administrative services for the Integrated Service Management Project, with the ability to make decisions related to their area of expertise as well as decisions on administrative aspects of the project.
- The position holder provides advice, recommendations and support on issues relating to business modelling and process and workflow analysis. The advice and recommendations must be relied on by the Senior Project Manager and Project Director.

Communication / Working Relationships

- The position holder communicates internally with stakeholders and is responsible for communicating and verifying information and data relevant to the project, and aims to understand stakeholder and business needs.
- The position holder works closely with the Senior Project Manager, Communications & Change Management Coordinator and relevant stakeholders to achieve project deliverables and outcomes.
- The position holder will be required to contribute to consultation with professionals and consultancy services external to the University to assist the investigation and evaluation of options available to meet business objectives.

Reporting Relationships



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.

Qualifications and Capability	
Qualifications, skills, knowledge and experience	
1.	Completion of a degree or tertiary qualification and substantial relevant experience within a tertiary education environment, or a combination of relevant experience and/or education and training.
2.	Demonstrated skills and experience in process or service improvement.
3.	High accuracy, attention to detail and the ability to impart knowledge in a clear and concise manner.
4.	Highly developed communication skills with an ability to engage, influence and collaborate with internal and external stakeholders at all levels.
5.	Demonstrated ability to plan work effectively and manage multiple priorities within tight timeframes in order to achieve required outcome.
6.	Ability to seek and collate user feedback for the purposes of service improvement and user-centric design.
Core Competencies (as per the Capability Development Framework)	
7.	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.

Qualifications and Capability	
8.	Demonstrated ability to deliver a stakeholder centric service and take personal accountability to achieve high quality outcomes to provide service excellence. See the ACU Service Principles .
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.