

POSITION DESCRIPTION

Position Title	Functions Coordinator		
Organisational Unit	Office of the Vice-Chancellor and President		
Functional Unit	Office of the Vice-Chancellor and President		
Nominated Supervisor	Director, Office of the Vice-Chancellor and President		
Higher Education Worker (HEW) Level	HEW 6	Campus/Location	Brisbane (McCauley)
CDF Achievement Level	1 All Staff	Work Area Position Code	#HR to assign
Employment Type	Full-time, Fixed-term 12 months	Date reviewed	March 2018

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
- 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.

ABOUT THE OFFICE OF THE VICE-CHANCELLOR AND PRESIDENT

The Office of the Vice-Chancellor and President (OVCP) supports the Vice-Chancellor and President in his role as chief executive of the University. It also has responsibility for the overall strategic management and coordination of the Chancellor, Pro-Chancellor, The Peter Cosgrove Centre (Sydney), The Mercy Building Function Centre (Brisbane), the Vice-Chancellery, The Apostolic Delegation Room, Burra Bra Residence (Sydney) and Drake House Residence (Melbourne). The OVCP coordinates across teams to deliver a high standard of service to the Chancellor, Vice-Chancellor and President and Pro-Chancellor. The OVCP also provides advice and assistance to the Vice-Chancellor's Strategy Group, Executive Planning Group and the University community on behalf of the Vice-Chancellor and President.

The OVCP operates from the MacKillop Campus in North Sydney and from Drake House on the St Patrick's Campus in Melbourne on a regular basis (although this role is based in Brisbane).

POSITION PURPOSE

The Functions Coordinator is responsible for providing high level customer service; functions and facilities management to all guests of The Mercy Building Function Centre on the top level of The Mercy Building, McAuley Campus, Brisbane. The Mercy Building Function Centre is a part of the Office of the Vice-Chancellor and President (OVCP) Portfolio. As a member of the OVCP team, this position plays an important role in enhancing the University's image and an extending the hospitality of the OVCP to its customers on the Brisbane campus. A high level of customer service and professionalism is required. This position will be suited to persons who have the ability to work autonomously and are self-motivated. The Functions Coordinator also supports other projects and activities under the responsibility of the OVCP.

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
Management of the Mercy Building Function Centre, including booking enquiries, customer support, facility management and supporting the successful delivery of events hosted in the centre	<ul style="list-style-type: none"> Know ACU Work Processes and System Communicate with Impact 				✓
Contribute to the development of process documentation, protocols and processes for use of this function space in conjunction with the Director, Office of the Vice-Chancellor and President	<ul style="list-style-type: none"> Know ACU Work Processes and System 	✓			
Provide high level, professional customer service for functions for the Mercy Building Function Centre. This includes set up of functions, cleaning up after functions, attending to the queries of guests to the function space, functions advice and support to guests, as required, to optimise the effectiveness and professionalism of all functions in this space	<ul style="list-style-type: none"> Deliver Stakeholders Centric Service Know ACU Work Processes and Systems Be Responsible and Accountable for Achieving Excellence 				✓
Ensure functions are well-supported and professional by assessing and implementing protocol requirements and risk management strategies, and resolving issues as they arise	<ul style="list-style-type: none"> Deliver Stakeholder Centric Service Communicate with Impact Be Responsible and Accountable for Achieving Excellence 				✓
Manage records related to the functions held on the floor, including booking details, contact lists and oversee the management of the financial budget for the Mercy Building Function Centre	<ul style="list-style-type: none"> Be Responsible and Accountable for Achieving Excellence 	✓			✓

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
In conjunction with the Director, Office of the Vice-Chancellor and President, develop and implement protocols and processes for the Mercy Building Function Centre to be hired to external parties, including booking procedure, assess risk to the university, work with MER to promote the space and work with interested parties who wish to hire the space	<ul style="list-style-type: none"> Communicate with Impact Be Responsible and Accountable for Achieving Excellence 	✓			✓
Manage and oversee the centre including: maintenance of equipment such as coffee machine, dishwasher etc. and follow up when necessary, ordering of stock for the floor as required, for example amenities and non-perishables	<ul style="list-style-type: none"> Be Responsible and Accountable for Achieving Excellence Know ACU Work Processes and Systems 	✓			
Be a point of contact and provide advice in relation to organising and managing functions at the Mercy Building Function Centre and provide the tools to enable them to do this	<ul style="list-style-type: none"> Communicate with Impact Know ACU Work Processes and Systems 				✓
Contribute to the tasks and projects under the responsibility of the Office of the Vice-Chancellor and President as requested	<ul style="list-style-type: none"> Know ACU Work Processes and Systems 	✓			
Any other duties appropriate to this classification as required.	<ul style="list-style-type: none"> Be Responsible and Accountable for Achieving Excellence 	✓			

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Working within a busy environment with the ability to respond quickly to changes and demands whilst maintaining accuracy and efficiency.
- As this position represents the Office of the Vice-Chancellor and President, a high degree of customer service and problem solving is required for all guests to the floor solving problems as they arrive for guests to the floor is needed.
- Manage client expectations in regards to function support.

Decision Making / Authority to Act

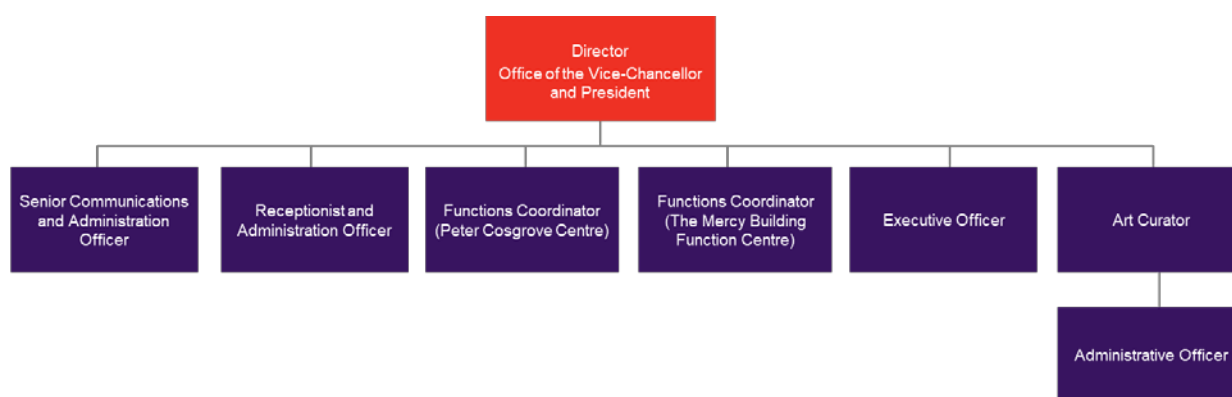
- The position holder follows established operating procedure and responds to routine enquiries, referring more complex matters to the Director. Procedure manuals and guidelines assist the position holder.

Communication / Working Relationships

- The position holder liaises with staff across the University as well as external guests attending functions. The position holder liaises with staff and visitors to give and receive information.
- The position holder is responsible for communicating policies, procedures, initiatives and direction for OVCP consistent with the ACU brand and Mission to ACU staff.

Reporting Relationships

The position reports to the Director, Office of the Vice-Chancellor and President. An indirect reporting relationship also exists with Properties and Facilities.



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

SELECTION CRITERIA

Qualifications, skills, knowledge and experience

1.	A degree with relevant experience in customer service roles and or events roles; or an equivalent combination of experience and/or education/training.
2.	High level of computer literacy and sound working knowledge of Microsoft Office and the use of corporate systems, databases and spreadsheets.
3.	Advanced level skills in Microsoft Outlook.
4.	Experience in data entry and running reports with an attention to detail and commitment to quality assurance.
5.	Demonstrated ability to deal with sensitive and confidential matters with discretion.
6.	Ability to set up room space for functions. Some heavy lifting may be involved.

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.
8.	Well-developed interpersonal skills in order to liaise with senior staff, students, visitors, VIP stakeholders of the Office of the Vice-Chancellor and President, including government and clergy and members of the general public.

9.	Well-developed oral and written communication skills, particularly document preparation.
10.	Demonstrated time management skills, including the ability to prioritise tasks.
11.	Excellent interpersonal and negotiation skills and the ability to build good working relationships with people at all levels.

Other attributes

12.	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.
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