

## POSITION DESCRIPTION

<b>Position Title</b>	Community Engagement Manager, Strategy and Policy		
<b>Organisational Unit</b>	Vice President Portfolio		
<b>Functional Unit</b>	ACU Engagement		
<b>Nominated Supervisor</b>	Pro Vice-Chancellor (Engagement)		
<b>Higher Education Worker (HEW) Level</b>	HEW 8	<b>Campus/Location</b>	St. Patrick's Campus (Melbourne) or MacKillop Campus (North Sydney)
<b>CDF Achievement Level</b>	2 Management (Middle)	<b>Work Area Position Code</b>	14141
<b>Employment Type</b>	Full-time, Continuing	<b>Date reviewed</b>	August 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
- Office of the Vice President
- Pro Vice Chancellor, Assisting the Vice Chancellor

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](http://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 ACU ENGAGEMENT

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### Community Engagement:

The Pro Vice-Chancellor (Engagement) is responsible for the development and implementation of ACU's Community Engagement Strategy that includes integration of community engagement into ACU's curriculum across all Faculties; contribution and expansion of community stakeholder relationships; and, broadening and deepening community engagement as a defining representation of the University's mission.

ACU Engagement collaborates with Identity and Mission, Faculties, Institutes and other operational units in order to achieve enhanced opportunities for our staff and students to experience community engagement that is both academically rich and exemplifies Catholic Social Principles.

ACU Engagement also works to provide opportunities for ACU staff, students, alumni and affiliates to make a contribution to their community that meets their skills, capabilities, and capacity; and to provide opportunities for our partner organisations to access the skills and resources of ACU to achieve goals that are consistent with the ACU Mission.

### Research Engagement:

The Pro Vice-Chancellor (Engagement) is also responsible for the development and implementation of strategic frameworks that implement the measurement of research engagement and impact.

ACU Engagement undertakes the collection and reporting of Research Engagement and Impact data; and the development and implementation of policies and strategies to increase Research Engagement and Impact. ACU Engagement also works with Faculties and Institutes to encourage, facilitate and promote Research Engagement and Impact outcomes.

## POSITION PURPOSE

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The Community Engagement Manager, Strategy and Policy will work closely with the Pro Vice-Chancellor (Engagement) and other staff within the University, to oversee and ensure that strategic and policy goals are planned, resourced and implemented in accordance with the Unit's objectives. This position will develop and maintain robust administrative systems and processes, processes for staff and stakeholder consultation and the scoping of innovative service design and policy that best meets the needs of those we support.

This position will build positive relationships at all levels of the organisation and where capacity exists will support senior managers at the direction of the Pro Vice-Chancellor (Engagement) in all aspects of ACU's community engagement agenda. The Community Engagement Manager, Strategy and Policy will represent the national community engagement team at various meetings, events and activities and will liaise extensively with internal and external stakeholders to help build a collaborative partnership environment.

## POSITION RESPONSIBILITIES

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### 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 ( <a href="#">Capability Development Framework</a> )	Scope of contribution to the University			
		Within the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
<p>Provide high-level operational and strategic support to the Pro Vice-Chancellor (Engagement) on community engagement policy, strategy and process - aimed at achieving ACU's vision for community engagement. This involves and is not limited to:</p> <ul style="list-style-type: none"> <li>• Develop and maintain robust administrative processes to support the immediate, intermediate and long term planning of the unit's strategic direction;</li> <li>• Attend meetings associated with community engagement projects or the work of the community groups to which the projects are connected;</li> <li>• Research best practice and scope innovative design and policy to best meet the needs of those we support;</li> <li>• Consult and consider the multiple factors (barriers and facilitators) of community engagement for ACU's many faculties, units and external partners – and develop collaborative practices, policies and protocols accordingly;</li> <li>• In collaboration with other senior staff, effectively manage, analyse and interpret the political, financial and strategic environment of key stakeholders and community partners to facilitate meaningful and sustainable community engagement outcomes;</li> <li>• Ensure effective communication and education regarding ACU's community engagement policies and activities (e.g. report writing, oral presentations and contributing public-facing communications).</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborate Effectively</li> <li>• Make Informed Decisions</li> <li>• Communicate with Impact</li> </ul>	✓			
<p>Implement Pro Vice-Chancellor (Engagement) planning and reporting which is aligned with the University's broader Strategic Planning framework to ensure all Community Engagement Programs are effectively meeting agreed outcomes</p>	<ul style="list-style-type: none"> <li>• Know ACU Work Processes and Systems</li> <li>• Collaborate Effectively</li> <li>• Communicate with Impact</li> </ul>				✓
<p>Develop strong partnerships with the wider ACU community and key stakeholders, building capacity. Support the effective delivery of Community Engagement Programs.</p>	<ul style="list-style-type: none"> <li>• Deliver Stakeholder Centric Service</li> <li>• Collaborate Effectively</li> </ul>		✓		

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Provide assistance and advice to the community engagement budget and resource allocation depending on the timeframes of strategy implementation and identified priorities.	<ul style="list-style-type: none"> <li>• Make Informed Decisions</li> <li>• Apply Commercial Acumen</li> </ul>	✓			
Prepare a suite of community engagement strategic planning documents with timeframes and links to the broader objectives of ACU Engagement Unit and ACU's Strategic Planning framework.	<ul style="list-style-type: none"> <li>• Know ACU Work Processes and Systems</li> <li>• Adapt to and Lead Change</li> <li>• Communicate with Impact</li> </ul>	✓			
Provide support and regular updates to the Pro Vice-Chancellor (Engagement) and key partners as required.	<ul style="list-style-type: none"> <li>• Communicate with Impact</li> <li>• Collaborate Effectively</li> <li>• Deliver Stakeholder Centric Service</li> </ul>	✓			
Promote, educate and communicate the vision of community engagement across ACU so that the ACU community feel involved and empowered to contribute to ACU's mission through the extension and reflection of their substantive positions or extra-curricular pursuits.	<ul style="list-style-type: none"> <li>• Adapt to and Lead Change</li> <li>• Collaborate Effectively</li> <li>• Deliver Stakeholder Centric Service</li> </ul>				✓
Exercise high level communication skills: liaison with community partners, project staff and key stakeholders (external and internal).	<ul style="list-style-type: none"> <li>• Deliver Stakeholder Centric Service</li> <li>• Collaborate Effectively</li> <li>• Communicate with Impact</li> </ul>				✓

## HOW THE ROLE OPERATES

### Key Challenges and Problem Solving

- Develop and maintain strong collaborative relationships across the Engagement Unit and the University to facilitate the work of the unit.
- Display strong management and administrative skills to support a number of Engagement, and I&M, programs.
- Implement effective processes to ensure the delivery of accurate and timely advice on various ACU Engagement issues e.g. policy, strategic planning.
- Provide training and guidance to community and research engagement staff, as well as staff within the broader university.
- As part of the ACU Engagement team, liaise with faculty and institute staff to ensure the inclusion of ACU staff and students in community engagement projects.
- Build, maintain and extend collaborative and mutually-beneficial relationships with external partners.
- Represent ACU Engagement at meetings and official functions, and effectively communicate the vision and strategic priorities of the Unit.

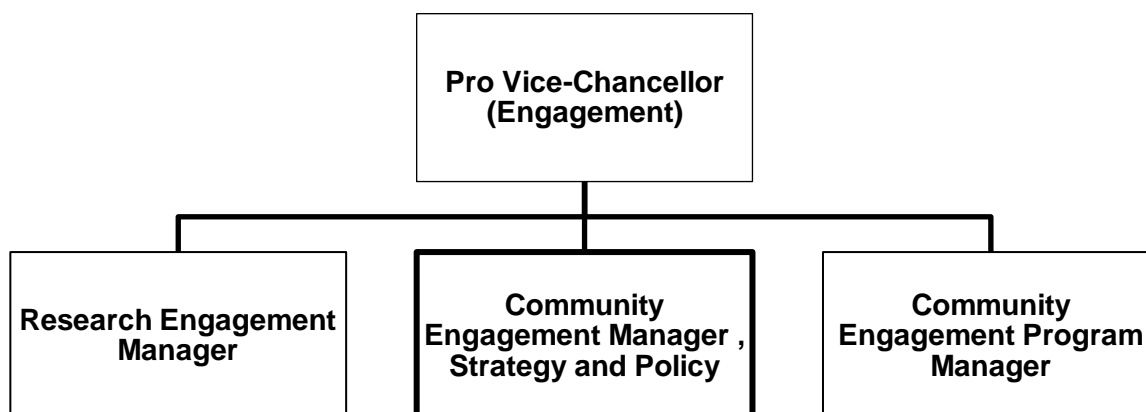
### **Decision Making / Authority to Act**

- The position holder has substantial autonomy in the day-to-day management of the implementation of community engagement policies, support and administrative services.
- The position holder will monitor and ensure community engagement is implemented in accordance with ACU community engagement policies and the strategic direction and goals of the unit and the university.

### **Communication / Working Relationships**

- The position holder communicates internally with staff and community partners and is responsible for communicating policies, procedure, initiatives and direction consistent with strategy, policy and mission to those delivering the services.
- Liaise with both national and international community engagement and research teams as well as relevant external organisations.

### **Reporting Relationships**



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

## SELECTION CRITERIA

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### Qualifications, skills, knowledge and experience

1.	Completion of, or progress towards, a relevant postgraduate degree with strong experience working in a high level, strategy and project focused environment.
2.	Demonstrated experience in community engagement, action research, advocacy, or other community-based activities.
3.	Communication, relationships management and high level interpersonal skills, including tact, diplomacy and political astuteness and demonstrated excellent written and oral communication skills, supported by extensive experience in writing reports, policies, procedures and other communication materials.
4.	Superior analytical, problem solving and interpretative skills matched with the ability to provide relevance and context to findings and outcomes.
5.	High level of organisational and time management skills with the ability to coordinate diverse tasks within a specified timeframe in a high pressure environment with an ability to work autonomously, use initiative and to effectively identify areas of need or priority and balance them accordingly with immediate tasks.
6.	Proven capacity to work in a high level leadership team, role modelling values and proven ability to lead change and contribute ideas, demonstrating initiative and flexibility.
7.	Proven ability to work collaboratively with a diverse range of stakeholders such as students, academic and professional staff, external organisations and community groups.

### Core Competencies (as per the [Capability Development Framework](#))

8.	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.
9.	Demonstrated commitment to delivery stakeholder centric services and keeping stakeholder interests at the core of business decisions to maintain service excellence. See the <a href="#">ACU Service Principles</a> .

### Other attributes

10.	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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### Desirable

1	Strong knowledge of program evaluation and social (community based) research processes.
2.	Experience in the tertiary education sector