POSITION DESCRIPTION

Position Title	Coordinator Student Systems Development		
Organisational Unit	Student Systems Development		
Functional Unit	Student Administration		
Nominated Supervisor	Associate Director Student Systems		
Higher Education Worker (HEW) Level	HEW 8	Campus/Location	North Sydney
CDF Achievement Level	Management (Line)	Work Area Position Code	TBA
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.

ABOUT THE CORPORATE SERVICES PORTFOLIO

The Corporate Services Portfolio enables and fosters an engaging student and workplace experience through services aligned to the Identity and Mission, and the Strategic Plan of the University. The Portfolio is comprised of the directorates of Finance, General Counsel, Governance, Human Resources, Information Technology, Marketing & External Relations, Planning & Strategic Management, Properties & Facilities, Student Administration and the Office of the Chief Operating Officer

ABOUT THE STUDENT ADMINISTRATION DIRECTORATE

The Student Administration Directorate, led by the Academic Registrar and Director, Student Administration, and headed by the Chief Operating Officer, consists of four core divisions:

1. Administrative Services - responsible for TAC Admissions Services; Direct Admissions Services; Course Information Management; Timetabling & Room Bookings; and Examinations & Results.
2. User Experience - responsible for change management and user experience; Graduations & Protocols; Enrolments & Scholarships; and Fees.
3. Student Systems - responsible for Student Systems Operations; Student Systems Development; and the Student Systems Futures Project.
4. The Office of the Academic Registrar and Director, Student Administration is- responsible for Student Policy and Appeals; and AskACU Service Operations (incorporating the AskACU Contact Centre and AskACU Campus Centres).

The Student Administration Directorate supports the University's academic decision-making processes through academic policy formulation, providing operational support for student and academic-related administrative matters, and delivering process improvement initiatives to improve the student and faculty user experience.

POSITION PURPOSE

The Coordinator, Student Systems Development:

- Identifies, develops, improves and/or implements systems and processes to deliver improved technical solutions
- Uses best practice to explore and advise on strategic and operational opportunities and implications of new software and procedures
- Prepares proposals, presentations and business cases to assist business areas developing cases and seeking management approval for implementation.
- Develop requirements specifications and solution designs focussed on an enhanced user experience and quality customer service.
- Supervises staff and coordinates the work of a team of analysts.

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 ✓
As leader of the Student Systems Development team: • Provide effective leadership to staff, including managing a team of Analysts; building capability, setting and managing team and individual performance objectives; and resource planning, recruitment and leave management • Establish, develop and maintain standard operating procedures for section staff • Establish and maintain a user-centred culture. Proactively seek and evaluate user feedback on the service experience, and engage users in process review, improvements and new initiatives. • Maintains customer-focused service; develops team capabilities, and supports staff through change, dedicating the team to a culture of continuous improvement • Develop effective and proactive communication strategies for all audiences, ensuring alignment with the ACU brand, compliance with policy and legislative requirements, and adherence to key internal and external deadlines.	• Be Responsible & Accountable for Achieving Excellence • Deliver Stakeholder-Centric Service • Know ACU Work Processes and Systems • Adapt to and Lead Change • Collaborate effectively • Coach and Develop	✓ ✓ ✓ ✓ ✓			

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Business Improvement:
 	
• Initiate and deliver key projects within the Student Administration Directorate through to completion. This will include identifying required project resources, coordinating project workloads and workflow, assigning tasks and/or monitoring and reporting on progress by staff assigned project responsibilities.
• Contribute to programme / project initiation This involves:
   o developing plans and ideas;
   o developing business cases for new investments;
   o gathering requirements,;
   o assessing options;
   o managing any associated risks;
   o designing and recommending solutions; and
   o lead process improvements to deliver a high level of service to the business.
• Develop procedures, standards and templates to carry out Business Improvement projects within the Directorate, in line with University practices.
• Coordinate the development of strategies to evaluate the effectiveness of implemented projects/business improvement and provide advice on next steps.
• Facilitate reviews of Student Administration business processes to identify areas for improvement
• Design and support a reporting model, which will ensure Student System data is understood and easily accessible by relevant staff members.
	• Apply Commercial Acumen
	• Be Responsible & Accountable for Achieving Excellence
	• Know ACU Work Processes and Systems
	• Adapt to and Lead Change
		✓ (Coordinate the development of strategies...)
		
		✓ (Design and support a reporting model...)
				✓ (Contribute to programme / project initiation...)
				
				✓ (Develop procedures, standards and templates...)
				
				✓ (Facilitate reviews...)
					✓ (Initiate and deliver key projects...)

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 ✓
Collaboration and consultation: • Liaise with stakeholders including Student Administration, Faculty and Schools, and the IT Directorate to make strategic recommendations and solve complex issues • Initiates and contributes to the development and review of Student Administration and University policies and related procedures. • Collaborate on strategic planning and service design for the Student Administration Directorate and contribute to the Student Administration Leadership Team (SALT) group.	• Collaborate Effectively • Communicate with Impact • Be Responsible & Accountable for Achieving Excellence • Know ACU Work Processes and Systems • Apply Commercial Acumen • Make Informed Decisions			✓	✓ ✓

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Implements new solution designs within operational budgets or within available project budgets, while working within the limitations of available resources, time and skills
- Keeps abreast of changing Higher Education environment to ensure solutions are up to date with sector best practices
- Streamlines complex inter-sectional processes and resolves inter sectional issues
- Manages competing priorities to ensure all stakeholder's needs are addressed in a timely manner
- Develops strategies to increase staff's technical knowledge, skills and competencies.

Decision Making / Authority to Act

- Manages the day-to-day support and administrative services and makes decisions on administrative aspects of the section, referring more complex queries to the Associate Director
- Provides advice and recommendations on systems improvements to achieve strategic outcomes in information management for the domestic student area

Communication / Working Relationships

- Collaborates with professionals from other Universities and relevant external organisations to learn industry best practice.
- Engages with internal stakeholders across the university, on projects being undertaken by the Student Administration Directorate. This will include facilitating discussions on business process review, functionality, training and reporting requirements
- The position holder will communicate with internal and external suppliers to discuss technical issues and negotiate resolutions as required
- Lead and influence cultural change to ensure higher levels of consultation and communication between all parties and situations that impact the Directorate.

Reporting Relationships
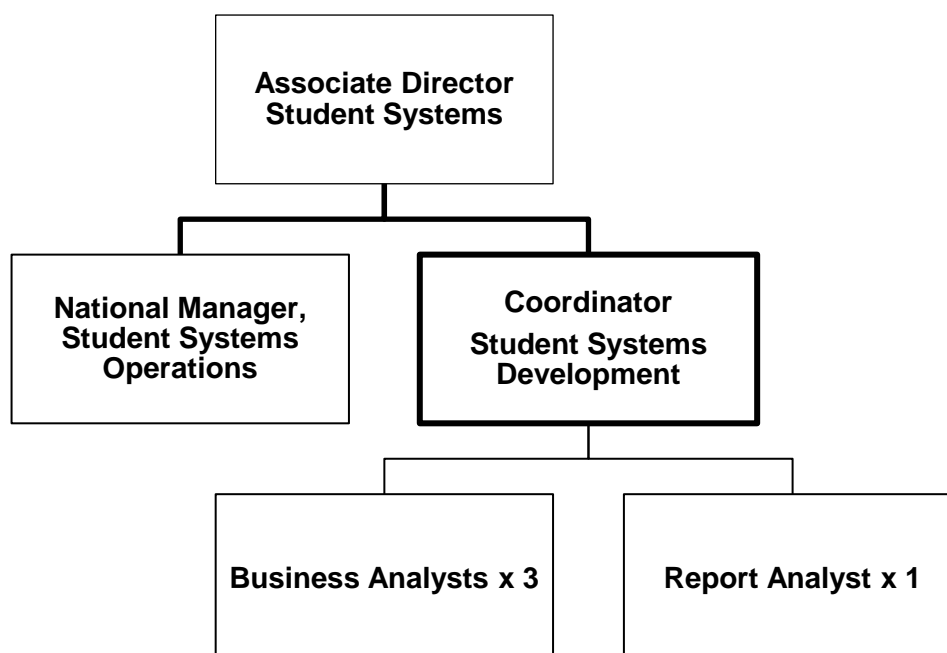
For further information about structure of the University refer to the organisation chart.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience

1.	Completion of, or progress towards postgraduate qualifications in Computer Science, Information Systems and extensive relevant experience in business / solution analysis; or an equivalent combination of relevant experience and/or education/training.
2.	Proven experience in requirements elicitation, stakeholder engagement and producing high quality documentation; overseeing the design, development, and implementation of enterprise application systems as part of a complete software product lifecycle; optimising and integrating business processes across disparate systems
3.	Strong written and interpersonal communication skills including experience explaining specialist technical advice of a complex nature to functional users covering many technologies and environments.
4.	Demonstrated ability to work collaboratively and cooperatively in teams across an organisation to deliver shared goals. This includes the ability to lead and adapt to change in processes.

Core Competencies (as per the Capability Development Framework)

5.	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.
6.	Demonstrated ability to display openness and resilience to inspire others to embrace change and make change happen in line with organisational interests and objectives.
7.	Demonstrated commitment to delivering stakeholder centric services and keeping stakeholder interests at the core of business decisions to maintain service excellence. See the ACU Service Principles.
8.	Demonstrated experience coaching staff with an emphasis on professional development and encouraging others to share skills to build a culture of learning and improvement.
9.	An ability to take personal accountability for achieving the high quality outcomes through an understanding of organisational context, self-reflection, and aspiring to and striving excellence.

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.