

POSITION DESCRIPTION

Position Title	Administrative Officer		
Organisational Unit	Faculty of Health Sciences		
Functional Unit	School of Physiotherapy		
Nominated Supervisor	Head of School of Physiotherapy		
Higher Education Worker (HEW) Level	HEW 5	Campus/Location	Ballarat
CDF Achievement Level	1 All Staff	Work Area Position Code	13673
Employment Type	Part-time	Date reviewed	23 February 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 FACULTY OF HEALTH SCIENCES

The Faculty of Health Sciences offers courses in biomedical science, clinical education, clinical exercise physiology, counselling, exercise science, health administration, healthcare simulation education, high performance sport, mental health, midwifery, nursing, occupational therapy, paramedicine, physiotherapy, psychology, public health, rehabilitation, social work and speech pathology.

Our vision is to provide caring and prepared graduates who promote health and prevent illness for Australia's health and sports industries, and provide quality healthcare for vulnerable communities such as the Indigenous, elderly and disabled.

The Faculty of Health Sciences is located across six campuses of ACU and is structured into six academic organizational units comprising:

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

The Faculty's courses are developed within the Catholic intellectual tradition with the goal of preparing graduates in health with an emphasis on social justice and equity, and sustainability.

ABOUT THE SCHOOL OF PHYSIOTHERAPY

The School of Physiotherapy was established in 2010. The School comprises staff and students across three campuses – Ballarat, Brisbane and North Sydney. All Campuses host cutting edge facilities complete with anatomy wet laboratories and physiotherapy teaching laboratories. Students are taught all facets of the practice of physiotherapy and provided with ample opportunities and support to practice their emerging skills.

POSITION PURPOSE

The Administrative Officer will act as the initial contact and dedicated point of service for students, visitors and staff and provide a high standard of day to day administrative support to the School of Physiotherapy. In addition, the role will include liaison with academic staff in relation to set-up of equipment in practical rooms in accordance with timetabled teaching activities. The position will take responsibility for equipment maintenance, servicing and repairs and ordering of new supplies. The position will also work closely with the school administration team in achieving strategic objectives.

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	Scope of contribution to the University
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	Competences (Capability Development Framework)	Within the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
Act as the central contact officer (by phone and e-mail) and refer and follow-up on enquiries as appropriate. Exercise judgement and diplomacy directing student enquiries to appropriate staff members. Manage course coordinator diary by scheduling appointments and meetings and assist with student correspondence.	<ul style="list-style-type: none"> • Deliver Stakeholder Centric Service • Communicate with impact • Be Responsible and Accountable for Achieving Excellence 		✓		
Provide administrative and organisational support to academic staff in establishing targets and strategies to meet objectives of the School such as assistance with entry results, development and preparation for exams, receiving and tracking student forms. Assist with photocopying, faxing, mail distribution, data entry, maintaining records and timetabling support. Access student databases to provide information to School staff as required. Produce reports and mailing lists from databases as required.	<ul style="list-style-type: none"> • Know ACU Work Processes and Systems • Be Responsible and Accountable for Achieving Excellence • Deliver Stakeholder Centric Service • Collaborate Effectively 		✓		
<p>In consultation with the Head of School, and Deputy Head of School coordinate the sessional staff process for the School. This includes and is not limited to:</p> <ul style="list-style-type: none"> - Process sessional staff contracts and complete variations of contracts; - Make necessary school arrangements for sessional staff appointments and provide administrative and organisational support to sessional staff; - Track sessional expenditure. 	<ul style="list-style-type: none"> • Apply Commercial Acumen • Know ACU Work Processes and Systems • Deliver Stakeholder Centric Service 		✓		

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 ✓
<p>Oversight and administration of School purchasing activities in conjunction with the Deputy Head of School. This includes and is not limited to:</p> <ul style="list-style-type: none"> - Coordination of ordering and purchasing and/or leasing of stationary, equipment and assets; - Liaising with Professional Experience Services regarding teaching and equipment needs; - Coordination of required repairs/maintenance; - Maintain a register of equipment; - Processing of invoices - Monitoring budget transactions 	<ul style="list-style-type: none"> • Know ACU Work Processes and Systems • Deliver Stakeholder Centric Service • Apply Commercial Acumen 		✓		
<p>Provide operational and administrative support for School committees, meetings and other working groups as required. Word process reports, letters, minutes, agendas and other correspondence for School staff. Take minutes at various School meetings; circulate minutes and agenda in a timely and appropriate manner. Organise date, location and communication of meetings and room bookings.</p>	<ul style="list-style-type: none"> • Communicate with Impact • Deliver Stakeholder Centric Service 		✓		
<p>Manage and maintain databases within the School. Manage and maintain student files. Maintain information storage and retrieval for School office</p>	<ul style="list-style-type: none"> • Know ACU Work Processes and Systems • Deliver Stakeholder Centric Service 		✓		
<p>In consultation with team leader, contribute to the maintenance and development of School's Quality Management systems such as updating procedures manual; auditing procedures; creating new procedures as required and maintaining all documents in the current system.</p>	<ul style="list-style-type: none"> • Know ACU Work Processes and Systems • Collaborate Effectively 		✓		

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Manage travel and accommodation requirements for school staff. Coordinate functions, workshops, events and other meetings hosted by the school including catering orders and room bookings.	<ul style="list-style-type: none"> • Deliver Stakeholder Centric Service • Know ACU Work Processes and Systems 		✓		
Other duties as required by Deputy Head, National Head and Course Coordinator of School and Administrative Officer (Team Leader).	<ul style="list-style-type: none"> • Deliver Stakeholder Centric Service • Communicate with Impact 		✓		

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Implement effective processes to ensure accurate data and file management for School records;
- Provide advice to students and staff on policy, procedural and administrative matters;
- Manage conflicting priorities and timelines for completion of specific pieces of work while providing a high level of service to students and staff of the School

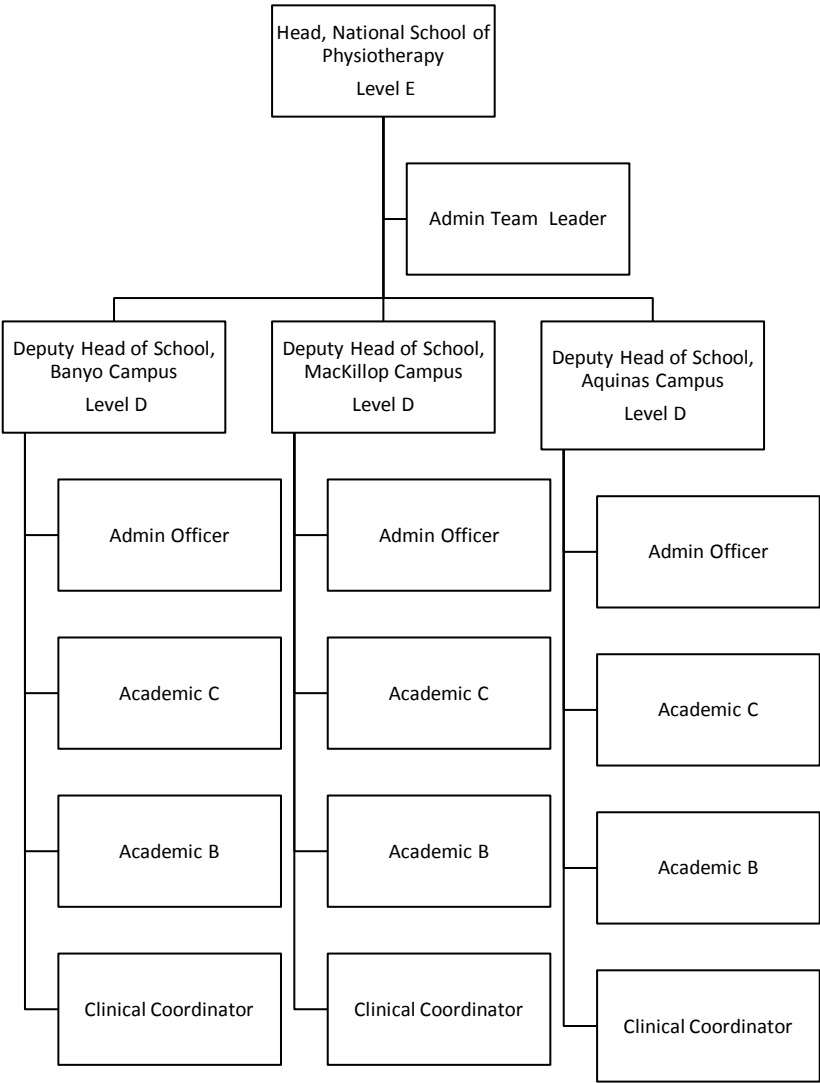
Decision Making / Authority to Act

- The position holder provides advice and recommendations on administrative and policy matters in response to queries raised in the School;
- The position holder responds to and actions most routine enquiries, seeking advice and feedback on more complex matters from Senior Staff and Administration Team Leader. Procedure manuals and guidelines also assist the position holder with routine enquiries;
- The position holder has substantial autonomy in the day-to-day management of support services.

Communication / Working Relationships

- The position holder is the first point of contact for the School and communicates internally with staff and students and is responsible for communicating policies, procedures, initiatives and direction consistent with School and University guidelines;
- The position holder also triages enquiries from internal stakeholders (Faculty, Campus Operations, and Finance) and from external stakeholders (suppliers, building manager, professional bodies) on behalf of the School.
- The position holder works as part of an administration support lead by the Administrative Team Leader and attends predominantly to local issues but must be aware of issues at other campuses.

Reporting Relationships



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

SELECTION CRITERIA

Qualifications and Capability	
Qualifications, skills, knowledge and experience	
1.	Completion of a tertiary qualification; or an equivalent combination of relevant experience and /or education/ training.
2.	Demonstrated initiative and innovation with a high level of attention to detail.
3.	Knowledge of administrative principles, procedures and practices enabling incumbent to solve operational and technical problems and give advice.
4.	Demonstrated relevant computer skills at advanced level, including database management, high proficiency in word processing software, and proficiency in spreadsheet software.
5.	Proven ability to maintain confidentiality, and to understand the sensitivity of matters and to handle them appropriately.
6.	Experience in a University School Office or similar environment.
Core Competencies (as per the Capability Development Framework)	
7.	Demonstrated ability to effectively plan work activity, prioritise time and resources using established processes and technologies to achieve optimum efficiency and effectiveness.
8.	Demonstrated ability to communicate (oral and written) with purpose to gain the support of a wide range of stakeholders, both internal and external to create positive impact and successful outcomes
Other attributes	
9.	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.
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.