

POSITION DESCRIPTION

Position Title	Administrative Officer		
Organisational Unit	Faculty of Health Sciences		
Functional Unit	School of Allied Health		
Nominated Supervisor	Team Leader		
Higher Education Worker (HEW) Level	HEW 5	Campus/Location	Brisbane (McAuley)
CDF Achievement Level	1 All Staff	Work Area Position Code	10852
Employment Type	Full-time, Continuing	Date reviewed	July 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 is located across five campuses of Australian Catholic University and is one of the largest faculties of Health Sciences in Australia. The Faculty is structured into four Schools and there are three University priority research centres based in the Faculty:

The Schools are:

School of Nursing, Midwifery and Paramedicine (National)

School of Exercise Science (National)

School of Physiotherapy (National)

School of Allied Health (National)

School of Science (National)

School of Psychology (National)

The University is committed to quality research in the following areas:

- common good and social justice – cross-disciplinary research in the liberal arts and social sciences that enhances the social and cultural well-being of communities
- health – research that progresses the quality of health care, especially for the vulnerable
- education – research concerned with quality, equity and diversity in education with emphases on leadership, numeracy, literacy, Indigenous and religious education
- theology and philosophy – research concerned with the elucidation, development and expression of Catholic intellectual thought.

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 ALLIED HEALTH

The National School of Allied Health is located on five of the University's campuses: Melbourne, Canberra, Strathfield, Sydney and Brisbane and is responsible for delivery of programs in four professional disciplines:

- Occupational Therapy
- Speech Pathology
- Public Health
- Social Work

POSITION PURPOSE

Provide administrative support and assistance to Deputy Head of School, Team Leader, Course Coordinators, academic staff and other administrative staff to help ensure the smooth operational running of the School. In particular the position will provide support related to the processes involved in course administration, staffing administration, resource administration as well as various undertakings of the School's operations.

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
Provide high level effective administrative support and advice regarding University policy and procedures.	<ul style="list-style-type: none"> • Communicate with Impact • Collaborate Effectively • Know ACU Work Processes and Systems 		✓		
Coordinate a range of student administrative processes including student data collection and recording for student records, produce reports required from Student Administration Systems.	<ul style="list-style-type: none"> • Communicate with Impact • Collaborate Effectively • Know ACU Work Processes and Systems 		✓		
Administrative and clerical support related to professional practice placement coordination, including <ul style="list-style-type: none"> • Assistance with field education workshops • Assistance with records management of placement hours/activities in collaboration with Practice Coordinator 	<ul style="list-style-type: none"> • Communicate with Impact • Collaborate Effectively • Know ACU Work Processes and Systems 		✓		
Assist with administrative duties for research related activities, including Research Data Collection.	<ul style="list-style-type: none"> • Know ACU Work Processes and Systems 		✓		
Preparation of School information for School and Discipline based committees, including room bookings, catering, preparation and issuing of meeting documentation, including taking minutes of meetings.	<ul style="list-style-type: none"> • Communicate with Impact • Collaborate Effectively • Know ACU Work Processes and Systems 	✓	✓		

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
Liaise between academic and general staff in central administration units and provide administrative preparation and support to general activities within the School including timetabling.	<ul style="list-style-type: none"> Communicate with Impact Collaborate Effectively Know ACU Work Processes and Systems 		✓	✓	
Assist with events such as orientation days, open days, and facilitate School functions.	<ul style="list-style-type: none"> Communicate with Impact Collaborate Effectively Know ACU Work Processes and Systems 	✓	✓		
Assist with financial services including purchasing, stationery orders and preparing invoices for payment. Arrange booking of travel and accommodation arrangements staff, where required.	<ul style="list-style-type: none"> Communicate with Impact Collaborate Effectively Know ACU Work Processes and Systems 	✓	✓		
Develop and maintain databases as required to ensure currency and accuracy of the information within.	<ul style="list-style-type: none"> Know ACU Work Processes and Systems 	✓	✓		
Provide initial point of contact for resolving IT and other technological issues, prior to referral to IT Service, and order and maintain School supplies and equipment.	<ul style="list-style-type: none"> Communicate with Impact Know ACU Work Processes and Systems 	✓	✓		

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Prioritising multiple activities with simultaneous timeframes (for example academic calendars and timelines set locally and by Student Administration and Faculty processes)
- Providing accurate and timely advice in accordance with ACU policies and procedures, particularly course rules and academic regulations
- Managing multiple stakeholder relationships (including student, academic staff and Faculty)

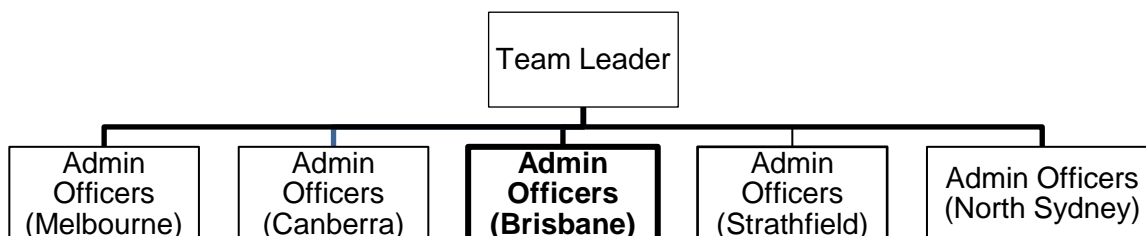
Decision Making / Authority to Act

- The position holder responds to routine enquiries, referring more complex matters to the Deputy Head, Course Coordinator and/or the Team Leader (where appropriate). University guidelines (e.g. academic regulation, courses, course rules and the student code of conduct) assist the position holder with routine enquiries. Judgment is required, depending on the nature of the issue, to identify relevant policy and procedure (e.g. academic regulations, course rules) to take necessary action.

Communication / Working Relationships

- The position holder communicates internally with staff and clients and is responsible for providing information consistent with university policies and procedures.
- The position holder liaises with internal and external stakeholders to arrange meetings and to give and receive information for the Assistant Head of School and Course Coordinators. The position holder also manages phone enquiries from other organisations, students and members of the general public

Reporting Relationships



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

SELECTION CRITERIA

Qualifications, skills, knowledge and experience

1.	Relevant tertiary qualification or an appropriate combination of professional training and relevant work experience
2.	Ability to work in a team and apply initiative and innovation in the development of administrative procedures.
3.	Demonstrated relevant computer skills, particularly competence in Microsoft Office Suite and web-based programs; demonstrated capacity to learn and adapt to new technologies on the job (e.g. Student administrative systems) and be proactive to changes
4.	High level of commitment to, and skills in, client service provision and to promoting and supporting a culture of continual improvement
5.	Highly developed written and oral communication skills and demonstrated negotiation skills
6.	Demonstrated knowledge and skills in administrative processes.
7.	Previous experience in a University administration role.

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 ability to plan work activity, work under pressure and prioritise time and resources using established processes and technology to achieve optimum efficiency and effectiveness.

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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