

## POSITION DESCRIPTION

<b>Position Title</b>	Faculty Manager		
<b>Organisational Unit</b>	Faculty of Law & Business		
<b>Functional Unit</b>	Faculty of Law & Business		
<b>Nominated Supervisor</b>	Executive Dean Faculty of Law & Business		
<b>Higher Education Worker (HEW) Level</b>	HEW 9	<b>Campus/Location</b>	North Sydney
<b>CDF Achievement Level</b>	2 Management (Line)	<b>Work Area Position Code</b>	10012
<b>Employment Type</b>	Full-time Continuing	<b>Date reviewed</b>	April 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.

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 LAW AND BUSINESS

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The Faculty office is responsible for reporting to the University achievement of Faculty plans and other reporting requirements. In addition, it provides administrative services to support all aspects of the Faculty's operations, including governance, facilities and resource management, human resource management, external accreditation management, external quality reporting, student support, financial administration, research administration, and marketing and communications. It also provides administrative support for academic functions such as curriculum development, course approval, and to all Faculty-based committees.

The Faculty of Law & Business office supports the Thomas More Law School and the Peter Faber Business School.

The **Thomas More Law** School has oversight of a law program with a practical focus, delivered in the context of the core values underpinning the University including social justice, human dignity and respect, ethical practice promoting the public interest, with the social and environmental responsibilities of the modern legal practitioner.

The School has a strong commitment to research and community engagement. Our aspiration is to be a national School with strong international links facilitated by an existing international network of Catholic law schools.

The **Peter Faber Business School** has a mission to develop reflective business leaders and independent learning who are global in their outlook, ethical in their actions and practical in the application of their professional skills.

The School offers a range of undergraduate and postgraduate programs, all programs underpinned by the principles of Catholic Social Teaching and the UN Principles of Responsible Management Education.

## POSITION PURPOSE

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Lead, manage and oversee Faculty wide administrative and operational services including, course and student administration, facilities and resource management, human resources management, marketing and communications, management information, governance and the integration of financial information into strategies and priorities to facilitate delivery of the core activities of teaching, research and industry engagement.

This role is a key strategic advisor to the Executive Dean and Faculty Executive to ensure the realisation of Faculty strategic and operational plans.

## 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
Operational Management					
Day to day management of all Faculty administrative and operational matters relating to academic programs support, academic managers assistance, research services, escalated student administration matters, timetabling and room logistics, course accreditation and on-going course support, international student and staff recruitment and in-house support, facilities management, governance and committee services, people management processes, marketing and communication, information technology services.	<ul style="list-style-type: none"><li>• Know ACU Work Processes and Systems</li><li>• Make Informed Decisions</li><li>• Collaborate effectively</li><li>• Coach and Develop</li><li>• Be Responsible and Accountable for Achieving Excellence</li></ul>			✓	
Plan and oversee administrative programs and operational services across the Faculty, its Institutes and Centres, ensuring outcomes meet stakeholder expectations and needs, and are in alignment with the direction of the Faculty and the University	<ul style="list-style-type: none"><li>• Apply Commercial Acumen</li><li>• Know ACU Work Processes and Systems</li><li>• Deliver a Stakeholder Centric Service</li><li>• Adapt and lead change</li><li>• Be Responsible and Accountable for Achieving Excellence</li></ul>			✓	
Ensure the Faculty maintains a commitment to continuous improvement of its administrative and operational services and the adoption of best practices consistent with the University's policies, procedures and practices	<ul style="list-style-type: none"><li>• Deliver a Stakeholder Centric Service</li><li>• Know ACU Work Processes and Systems</li><li>• Adapt an lead change</li><li>• Be Responsible and Accountable for Achieving Excellence</li></ul>			✓	

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
Keep abreast of changes in the direction and approach to administrative and operational policies and procedures across the University to implement quality and risk management processes	<ul style="list-style-type: none"> <li>• Apply Commercial Acumen</li> <li>• Communicate with Impact</li> <li>• Know ACU Work Processes and Systems</li> <li>• Be Responsible and Accountable for Achieving Excellence</li> </ul>				✓
Oversee external accreditation processes and contribute to reports and analysis against benchmarks and key performance indicators	<ul style="list-style-type: none"> <li>• Apply Commercial Acumen</li> <li>• Know ACU Work Processes and Systems</li> <li>• Make Informed Decisions</li> <li>• Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	
<b>Financial Management</b>					
Provide the Executive Dean with strategic advice and direction in the development, overall management and assessment of the Faculty budget and forecasts in line with University and Faculty objectives and key performance indicators. Includes providing direction of the budget process in line with Faculty goal	<ul style="list-style-type: none"> <li>• Communicate with Impact</li> <li>• Make Informed Decisions</li> <li>• Apply Commercial Acumen</li> <li>• Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	
<b>Business Planning, Strategy and Policy Development</b>					
Analyse and provide appropriate management information to inform decision-making e.g. financial, human resources, trend data and student information (such as, enrolment and completion rates)	<ul style="list-style-type: none"> <li>• Apply Commercial Acumen</li> <li>• Adapt and lead change</li> <li>• Make Informed decisions</li> <li>• Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	

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		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
Oversee and review the Faculty Enrolment Plan, including the provision of strategic enrolment policy advice and monitoring of enrolments, retention and completion rates	<ul style="list-style-type: none"> <li>• Apply Commercial Acumen</li> <li>• Adapt and Lead change</li> <li>• Know ACU Work Processes and Systems</li> <li>• Make Informed Decisions</li> <li>• Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	
Take the lead in the development and implementation of Faculty plans and reports, such as, workforce plan, Enrolment Plan, Risk Management Plan and Business Continuity Plan	<ul style="list-style-type: none"> <li>• Apply Commercial Acumen</li> <li>• Adapt and Lead change</li> <li>• Make Informed Decisions</li> <li>• Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	
Work with the Executive Dean and Faculty executive on the implementation of Faculty strategic planning, e.g. participation in executive meetings on a regular basis	<ul style="list-style-type: none"> <li>• Apply Commercial Acumen</li> <li>• Adapt and Lead change</li> <li>• Make Informed Decisions</li> <li>• Collaborate Effectively</li> <li>• Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	
Support the Executive Dean in facilitating the design, development and delivery of key strategic projects	<ul style="list-style-type: none"> <li>• Adapt and Lead change</li> <li>• Make Informed Decisions</li> <li>• Collaborate Effectively</li> <li>• Deliver effective Stakeholder Service</li> <li>• Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	

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
Monitor Faculty staff profile and oversee administrative processes regarding workforce planning ensuring the optimal use of faculty human, financial and capital resources for both current and future needs and working to ensure maximum efficiencies	<ul style="list-style-type: none"> <li>Adapt and Lead change\Apply commercial Acumen</li> <li>Coach and Develop</li> <li>Know ACU Work Processes and Systems</li> <li>Make Informed Decisions</li> <li>Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	
Contribute to the development of policies and procedures by representing the Faculty perspective to centralised and shared services creating a shared understanding	<ul style="list-style-type: none"> <li>Adapt and Lead change</li> <li>Know ACU Work Processes and Systems</li> <li>Make Informed Decisions</li> <li>Deliver a Stakeholder Centric Service</li> <li>Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	✓
<b>Faculty Communication</b>					
Ensure appropriate systems are in place to support Faculty and University communication ensuring the Faculty is operating within an organisational context	<ul style="list-style-type: none"> <li>Communicate with Impact</li> <li>Collaborate Effectively</li> <li>Know ACU Work Processes and Systems</li> <li>Make Informed Decisions</li> <li>Deliver a Stakeholder Centric Service</li> <li>Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	

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		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
Liaise and advise the Executive Dean and Faculty staff regarding the administrative, financial and human resource functions for which they are responsible	<ul style="list-style-type: none"> <li>Communicate with Impact</li> <li>Coach and Develop</li> <li>Collaborate Effectively</li> <li>Know ACU Work Processes and Systems</li> <li>Make Informed Decisions</li> <li>Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	
Develop and maintain all relevant internal relationships across the University to understand and meet the Faculty administrative and operational needs of stakeholder groups across the University	<ul style="list-style-type: none"> <li>Communicate with Impact</li> <li>Apply Commercial Acumen</li> <li>Collaborate Effectively</li> <li>Know ACU Work Processes and Systems</li> <li>Deliver effective Stakeholder Service</li> <li>Make Informed Decisions</li> <li>Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	✓
Develop and manage relationships with third party service providers to ensure effective service delivery according to key performance indicators and other relevant measures	<ul style="list-style-type: none"> <li>Apply Commercial Acumen</li> <li>Deliver effective Stakeholder Service</li> <li>Collaborate Effectively</li> <li>Make Informed Decisions</li> <li>Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	

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		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
Participate in relevant Faculty committees and working parties	<ul style="list-style-type: none"> <li>Communicate with Impact</li> <li>Apply Commercial Acumen</li> <li>Collaborate Effectively</li> <li>Know ACU Work Processes and Systems</li> <li>Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	
<b>Management and Development of Staff</b>					
Guide and develop a high performance work culture focused on the provision of excellence in customer service (both internal and external)	<ul style="list-style-type: none"> <li>Coach and Develop</li> <li>Communicate with Impact</li> <li>Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	
Enhance individual and team effectiveness and efficiency through performance management and identification of appropriate training and development	<ul style="list-style-type: none"> <li>Coach and Develop</li> <li>Communicate with Impact</li> <li>Collaborate Effectively</li> <li>Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	
Lead the team in identifying best practices for standardisation and efficiencies in processing with a mindset of continuous improvement in an organisational context	<ul style="list-style-type: none"> <li>Collaborate Effectively</li> <li>Know ACU Work Processes and Systems</li> <li>Coach and Develop</li> <li>Communicate with Impact</li> <li>Make Informed Decisions</li> <li>Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	



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		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
Develop and maintain operating processes and procedures that enable staff to undertake their work effectively.	<ul style="list-style-type: none"> <li>Know ACU Work Processes and Systems</li> <li>Communicate with Impact</li> <li>Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	
Maintain knowledge of administrative and operational best practice and its application to ensure continuous improvement and fit for purpose solutions within the Faculty	<ul style="list-style-type: none"> <li>Know ACU Work Processes and Systems</li> <li>Communicate with Impact</li> <li>Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	

### Key Challenges and Problem Solving

- Identifying strategies and (re)designing processes, procedures and services to improve operational effectiveness and efficiencies within the Faculty and in an organisational context.
- Advising appropriate University policy makers about the impacts of policies, processes and procedures on the Faculty and its programs, contributing to the development and implementation of broader University policy and planning frameworks.
- Initiating and contributing to the development and implementation of policies and standards to ensure a structured and consistent approach to undertaking work in the Faculty.
- Managing facilities and accommodation within the Faculty in the face of increasing demands for space, and complex requests relating to the changing needs of the Faculty's academic programs.
- Translating change initiatives into practical strategies and obtaining staff buy-in.
- Implementing key actions and initiatives of the Faculty workforce plan.
- Developing the capabilities and skills of Faculty staff for now and the future.
- Managing expectations and multiple priorities, often within tight timeframes and limited resources.
- Managing staff and coordinating and communicating priorities across a geographically dispersed Faculty.

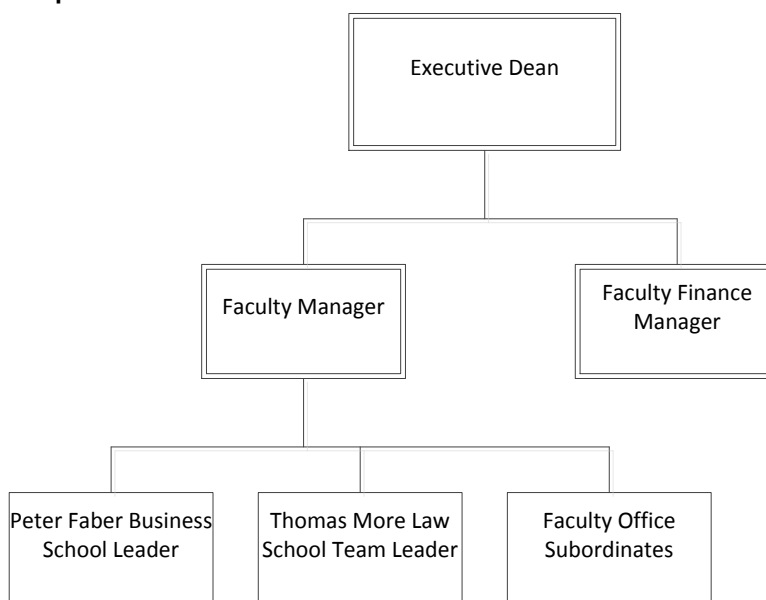
### Decision Making / Authority to Act

- The role will primarily be providing sound advice, based on professional experience, in relation to administrative and operational issues affecting the Faculty. Such advice and recommendations will be consistent with the overall framework of policy guidelines and professional standards. The role will be accountable for the quality of the advice provided.
- The Faculty Manager is a member of the Executive Dean's executive group and as such provides strategic and operational advice and contributes to the senior decision-making processes within the Faculty for administrative, operational, technical and academic related issues. This includes physical and human resources and recommendations regarding Faculty course and student administration.
- The Faculty Manager provides leadership and has substantial autonomy and decision-making authority in the day-to-day management of administrative, financial and operational services and functions. The position holder manages and prioritises according to the requirements of Faculty plans and operational needs.
- As the recognised senior administrative professional in the Faculty, the incumbent is expected to use their initiative in developing strategies and solutions that meet the needs of the Faculty while acting within the policy and procedural framework.
- The Faculty Manager will have a delegation for financial decisions as a management team member consistent with the delegation policy and has overall responsibility for ensuring correct governance practices in line with University requirements, e.g. committee governance, records management.

## Communication / Working Relationships

- The Faculty Manager consults and negotiates across the University about Faculty needs and provides the primary link for administrative and operational matters with all central or shared services.
- The Faculty Manager liaises with internal and external stakeholders to provide information and advice on administrative and operational issues as well as working collaboratively on broader projects. An indicative list of stakeholders is as follows:
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  - **Internal:** Executive Dean, senior Faculty staff, academic staff, professional staff, staff from other areas of the University (e.g. Office of Planning and Strategic Management, Human Resources, Finance, Student Administration, Information Technology) and students, professional staff, peers from other Faculties
  - **External:** professional or industry bodies, funding bodies, government agencies, key service providers, suppliers, other related educational organisations including other tertiary institutions and others as appropriate to ensure appropriate services, links and opportunities are maximised.
- The Faculty Manager has a working knowledge of contractual commitments pertaining to agreed operational or client performance standards and manages contracts and service agreements to ensure effective service delivery according to key performance indicators and other relevant measures.

## 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 a postgraduate degree in management and/or administration related discipline with extensive relevant experience; or an equivalent combination of education, training and/or experience
2.	Substantial demonstrated experience and knowledge in financial, human or other resource management, preferably within the higher education sector
3.	Sound knowledge of the legislative, policy and regulatory context within which the University operates.
4.	Highly developed computer literacy skills with the ability to access and manipulate data from information management and other systems.
5.	Experience in managing and developing staff by creating a climate in which staff want to do their best.

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

6.	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.
7.	Demonstrated organisational ability and strong project management skills, including the capacity to manage multiple projects and deliver on deadlines.
8.	Strong critical thinking, analytical and problem solving skills and the ability to develop innovative solutions.
9.	Excellent written and verbal communication and interpersonal skills including demonstrated experience and skills in liaison, negotiation and conflict resolution with staff at all levels. High level skills in writing evaluative reports and project briefs.

**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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