

POSITION DESCRIPTION

Position Title	Administrative Support Officer, Admissions		
Organisational Unit	TAC Admissions; Direct Admissions Services		
Functional Unit	Student Administrative Services		
Nominated Supervisor	National Manager TAC Admissions OR National Manager Direct Admissions Services		
Higher Education Worker (HEW) Level	HEW 5	Campus/Location	Brisbane
CDF Achievement Level	All Staff	Work Area Position Code	TBA
Employment Type	Continuing	Date reviewed	February 2018

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
- Vice President
- Pro Vice-Chancellor Assisting the Vice-Chancellor and President

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 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; 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 Administrative Support Officer Admissions undertakes the efficient, accurate and timely processing of all application functions in accordance with course rules and the University's policies and procedures, as well as the rules and procedures of the Tertiary Admissions Centres. The position holder will also assist with transfer applications, and liaise with Administrative Officers to support cohort and executive entry processes, and credit transfer requests.

The Administrative Support Officer Admissions provides high level customer service to internal and external stakeholders in relation to admission enquiries. They provide communications, guidance and support to key stakeholders within ACU – including, but not limited to Course Coordinators and Faculty officers.

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 ✓
Utilise documented policies, procedures, timelines and systems in accordance with correct business practices to assess applicants' eligibility for entry or transfer based on documented selection criteria; and seek advice/authorisation from academic staff, where appropriate.	<ul style="list-style-type: none"> Know ACU work processes and systems Make informed decisions 				✓
Collaborate to provide high level administrative support in all admissions functions encompassing application, selection and admission to ensure timely, efficient and accurate operation for all campuses of the University	<ul style="list-style-type: none"> Deliver Stakeholder-centric service Be responsible and accountable for achieving excellence 	✓ ✓			
Assist the Administrative Officers in delivery of credit transfer, Executive Education administrative requirements, and partnership and conversion tasks.	<ul style="list-style-type: none"> Deliver Stakeholder-centric service Be responsible and accountable for achieving excellence 				
Contribute to data collection and quality assurance, checking for University publications including the ACU website; utilising high level knowledge and skills to provide instruction, advice and guidance to stakeholders.	<ul style="list-style-type: none"> Collaborate effectively Be responsible and accountable for achieving excellence Communicate with impact 	✓ ✓			
Respond to enquiries, proactively and communicate with external stakeholders, University staff and students to provide advice and assistance, and effectively resolve issues on admissions policies and procedures.	<ul style="list-style-type: none"> Communicate with impact Deliver Stakeholder-centric service Know ACU work processes and systems 				✓ ✓

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		Within the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
Liaise with internal and external stakeholders in a timely and appropriate manner, including communication regarding fee status, selection requirements, course quotas and application outcomes.	<ul style="list-style-type: none"> Communicate with impact Deliver Stakeholder-centric service Know ACU work processes and systems 				
Contribute to ongoing review and development of effective processes, procedures, policies, and timelines for all section functions.	<ul style="list-style-type: none"> Be responsible and accountable for achieving excellence Know ACU work processes and systems 	✓ ✓			
Maintain currency with and utilise best-practice and latest-release software systems to complete Admissions functions, collate feedback and statistical data as required, to contribute to the development of end-of-cycle reports	<ul style="list-style-type: none"> Know ACU work processes and systems Be responsible and accountable for achieving excellence 	✓			
Contribute to quality assurance processes and the development and maintenance of accurate and up-to-date documentation of all policies, timelines and procedures for the Section.	<ul style="list-style-type: none"> Know ACU work processes and systems Collaborate effectively 	✓			

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Meeting conflicting or multiple administrative needs for stakeholders under tight deadlines in a market-driven area of the University.
- Maintain current knowledge across multiple systems and University policy and procedure in response to changing/new legislation/industry requirements especially in relation to admissions and government reporting.
- Liaise appropriately with a range of changing internal and external stakeholders, including Course Coordinators, applicants, TAC staff and members of the public.

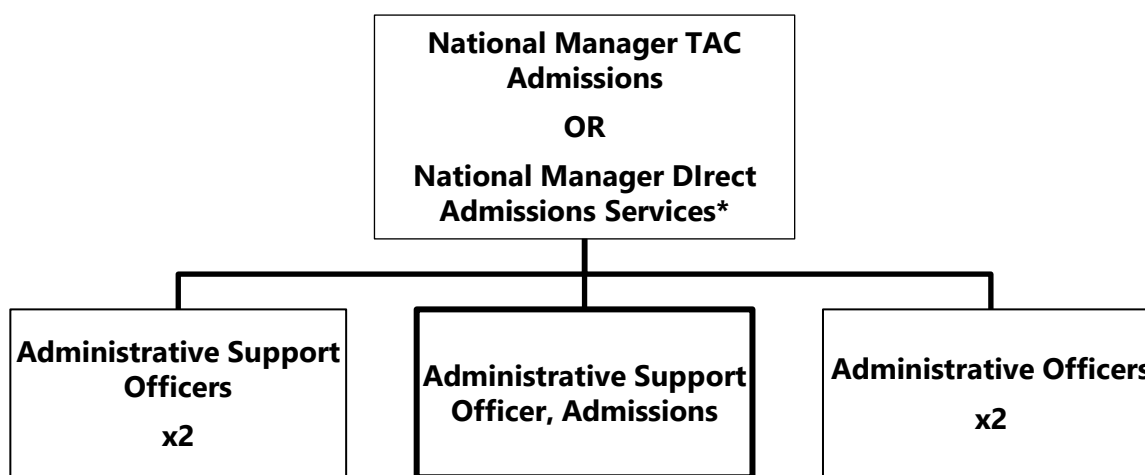
Decision Making / Authority to Act

- The position holder responds to routine enquiries, referring more complex matters to the National Manager. Procedure manuals and guidelines assist the position holder with routine enquiries regarding entry requirements, assessment processes and transfers across all ACU courses and campuses.
- The position holder has autonomy to liaise with key stakeholders to resolve simple or routine issues and issues of procedure.

Communication / Working Relationships

- The position holder communicates internally with staff and stakeholders and is responsible for communicating policies, procedure, initiatives and direction consistent with guidelines and relevant legislation.
- The position holder liaises with internal and external stakeholders including School and Faculty staff, AskACU, TAC staff and members of the public. The position holder also manages phone and email enquiries regarding this data and services.

Reporting Relationships



* To allow for cross-training and staff development without secondment, the ASO position may rotate across teams within the former section of Admissions. This allows continuation of an existing arrangement.

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

SELECTION CRITERIA

Qualifications, skills, knowledge and experience

1.	Completion of an undergraduate degree or equivalent combination of education / training with relevant work experience.
2.	Well-developed customer service skills, with demonstrated ability to produce accurate written work, negotiate with a wide range of people and exercise diplomacy, initiative and flexibility.
3.	Strong analytical and problem resolution skills, with the ability to work across multiple functions to achieve effective outcomes in a timely manner and achieve targets.
4.	Well-developed IT skills, including Microsoft office suite, corporate and software systems and web management.
5.	Demonstrated ability to identify opportunities for process improvement and design system improvements to improve customer service or procedures.

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.
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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.	An ability to take personal accountability for achieving the highest quality outcomes through an understanding of organisational context, self-reflection, and aspiring to and striving for excellence.
9.	Demonstrated ability to plan work activity, prioritise time and resources using established processes and technology to meet deadlines and 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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