

POSITION DESCRIPTION

Position Title	AskACU Service Officer		
Organisational Unit	Student Administration		
Functional Unit	AskACU		
Nominated Supervisor	Coordinator, AskACU Contact Centre		
Higher Education Worker (HEW) Level	HEW 5	Campus/Location	Melbourne
CDF Achievement Level	1 All Staff	Work Area Position Code	12466
Employment Type	Full-time	Date reviewed	19 March 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

Working as part of a national team, the AskACU Service Officer provides quality customer service support to current and prospective students and staff on a range of topics.

Working in the Contact Centre, the AskACU Service Officer responds to enquiries by email, phone, live chat, SMS and other enquiry-types as appropriate. The position-holder is responsible for case-management of enquiries and being the first point of call for the ACU Community. This is a national 'specialist' role focusing on thorough enquiry resolution and proactive customer care campaigns to support student conversion, retention and loyalty.

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			
		With in the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
Provides specialist service delivery to current, prospective and past students, staff and external clients on all Student Administration and general Faculty/School/University matters to ensure clients and stakeholders are supported and provided with accurate and timely advice and information relevant to all their transactions with the University.	<ul style="list-style-type: none"> Delivers excellence Works in teams Demonstrates interpersonal understanding 				✓
Interprets and applies an extensive knowledge and understanding of a broad range of University/external agencies (eg TACs)/Government procedures, policies, rules, regulations, legislation and entitlements to ensure clients and stakeholders understand and adhere to these requirements.	<ul style="list-style-type: none"> Displays integrity Demonstrate confidence Displays business acumen 			✓	
Efficiently uses and analyses the Banner student system to provide a range of services (eg transcripts) and advice, relevant to their admission and/or enrolment at the University, to current and past students and applicants.	<ul style="list-style-type: none"> Demonstrates confidence Displays integrity Influences effectively 	✓			
Effectively operates and utilises electronic and administrative systems for the management of interactions and the provision of expert advice and assistance to ensure efficiency and accurately recorded records to inform decision making and the ongoing successful operation of the Contact Centre.	<ul style="list-style-type: none"> Displays business acumen Demonstrates confidence Works in teams 	✓			
Liaises with Faculties, Schools and other organisational units within the University to gather data and contribute to the establishment and ongoing development of complex knowledge bases that inform the work of the Contact Centre and self-service options for current and prospective students and staff.	<ul style="list-style-type: none"> Influences effectively Leads change Demonstrate interpersonal understanding 				✓
Updates student details/records in the Banner student system to safeguard data currency.	<ul style="list-style-type: none"> Delivers excellence Demonstrates confidence Displays integrity 	✓			

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		With in the work unit or team ✓	Scho ol or Cam pus ✓	Facul ty or Direc torate ✓	Acro ss the Univ ersity ✓
Contributes to continuous improvement and quality assurance review and makes recommendations to ensure ongoing development and improvement of the Contact Centre and the AskACU service model generally.	<ul style="list-style-type: none"> • Delivers excellence • Leads change • Leads and develops others 	✓			
Contributes to the national and local operations of the AskACU Service team through proactive and positive interactions and cross functional assistance as required.	<ul style="list-style-type: none"> • Works in teams • Demonstrates interpersonal understanding • Displays business acumen 	✓			

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Maintaining enthusiasm and friendly, quality customer care, while managing a broad range of enquiries from multiple sources and through various communication methods.
- Ensuring continual referral to knowledge management tools and contribution to maintenance of source data to safeguard accuracy of information.
- Effectively managing time whilst dealing with competing priorities in a very busy and dynamic work environment.

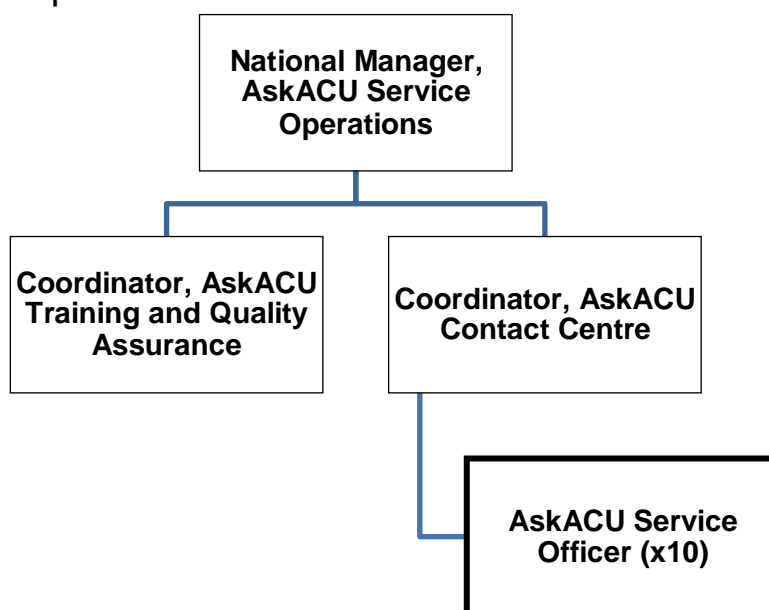
Decision Making / Authority to Act

- The position holder responds to routine and complex enquiries through reference to comprehensive knowledge management sources.
- The position holder contributes to the ongoing development and maintenance of knowledge sources and procedural/system improvements through recommendations to the nominated supervisor.

Communication / Working Relationships

- The position holder communicates with a wide range of clients and stakeholders on a very broad range of topics in order to provide information and advice, persuade, recommend and manage.
- The position holder communicates internally with staff from Faculties, Schools and various organisational units to gather information and refine knowledge sources to ensure excellence in service delivery.
- The position holder communicates and collaborates with peers and the AskACU Management team (National Manager, Project Manager, Coordinators and Team Leaders) to seek and receive guidance and instructions and to foster a collaborative environment.

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 relevant tertiary qualification and/or relevant professional experience.
2.	Demonstrated written communication skills, including excellent spelling, grammar and an ability to communicate a message, information and advice with clarity and ease.
3.	Proven capacity to work effectively in a high-pressure environment, manage a number of competing demands, meet quotas and deadlines and ensure attention to detail.
4.	Sound practical experience with the use of information technology, in particular word processing, student databases, Enquiry Management Systems (EMS), Customer Relationship Management (CRM) software and telephony systems, and/or a proven ability to quickly acquire these skills.
5.	Well-developed analytical and problem-solving skills, and the ability to appropriately manage difficult issues to resolution.

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 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 ability to work collaboratively with stakeholders internal and external to the organisation to capitalise on all available expertise in pursuit of excellence.

Other attributes

9.	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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