

## POSITION DESCRIPTION

<b>Position Title</b>	Service Central Officer		
<b>Organisational Unit</b>	Office of the Director, Corporate Services		
<b>Functional Unit</b>	Service Central		
<b>Nominated Supervisor</b>	Service Central Coordinator (Operations)		
<b>Higher Education Worker (HEW) Level</b>	HEW 5	<b>Campus/Location</b>	St Patricks (Melbourne)
<b>CDF Achievement Level</b>	1 All Staff	<b>Work Area Position Code</b>	#HR to assign
<b>Employment Type</b>	Full-time, Continuing	<b>Date reviewed</b>	May 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.*

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 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 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 OFFICE OF THE DIRECTOR, CORPORATE SERVICES

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The Office of the Director, Corporate Services provides oversight of the operations of the Corporate Services Portfolio, which is comprised of the directorates of Finance, General Counsel, Governance, Human Resources, Information Technology, Marketing & External Relations, Planning & Strategic Management, Properties & Facilities, and Student Administration. The Office of the Director Corporate Services is responsible for Portfolio planning, resources, communications and workforce matters, and university-wide projects and priorities including the ACU Service Excellence Framework. The Office of the Director, Corporate Services is also responsible for the Service Improvement Team and Service Central.

## ABOUT SERVICE CENTRAL

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Service Central provides all ACU staff members with a single, central location (single number and online portal) for the management of all Corporate Services enquiries and requests. Service Central staff are committed to providing exceptional and customer service through various communication and service delivery channels across a very broad range of services provided by the Corporate Services Portfolio.

## POSITION PURPOSE

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Service Central Officers conduct a national function, focusing on service delivery and resolution of Level 1 service requests and enquiries across Corporate Services (including requests relating to Human Resources, Information Technology, Properties and Facilities, Marketing and External Relations, Planning & Strategic Management, Finance, Student Administration, General Counsel and Governance).

In addition to the triage of Level 1 service requests Service Central Officers will be responsible for:

- Making a significant contribution to knowledge management (including identifying and writing articles and ensuring that information is current).
- Utilising a range of technology to quickly and accurately triage and/or resolve service requests received via multiple channels including phone, chat, email and electronic lodgment.
- Identifying opportunities for service improvement, including suggestions for the automation and streamlining of existing processes.

## 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 Delivery Model
- 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
Provides exceptional service delivery to ACU staff members across a range of Corporate Services functions, ensuring that clients and stakeholders are supported and provided with accurate and timely advice and service.	<ul style="list-style-type: none"> <li>• Be Responsible And Accountable For Achieving Excellence</li> <li>• Communicate With Impact</li> <li>• Deliver Stakeholder Centric Service</li> </ul>				✓
Efficiently uses the Service Management System (ServiceNow) to record, triage and resolve service requests and enquiries received through a variety of channels, including email, phone, self-service and live chat.	<ul style="list-style-type: none"> <li>• Know ACU Work Processes And Systems</li> <li>• Deliver Stakeholder Centric Service</li> </ul>			✓	
Liaises with Corporate Service Directorates and other organisational units across the University to gather and contribute to the establishment and ongoing development of complex knowledge bases that inform the direct service function of Service Central.	<ul style="list-style-type: none"> <li>• Communicate With Impact</li> <li>• Collaborate Effectively</li> </ul>			✓	
Manages service requests by applying an assessment and case management approach, including the follow up of service requests that have been transferred to Level 2 specialists.	<ul style="list-style-type: none"> <li>• Make Informed Decisions</li> <li>• Be Responsible And Accountable For Achieving Excellence</li> <li>• Deliver Stakeholder Centric Service</li> </ul>	✓			
Contributes to continuous improvement and quality assurance activities and makes recommendations to ensure ongoing development and improvement of Service Central and the service management model more generally.	<ul style="list-style-type: none"> <li>• Be Responsible And Accountable For Achieving Excellence</li> <li>• Deliver Stakeholder Centric Service</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
Contributes to the national operation of the direct services function of Service Central through proactive and positive interactions and cross-functional assistance as required.	<ul style="list-style-type: none"> <li>Collaborate Effectively</li> <li>Be Responsible And Accountable For Achieving Excellence</li> <li>Deliver Stakeholder Centric Service</li> </ul>	✓			
Collaborates with peers to undertake quality assurance exercises and submits own work to quality assurance measures.	<ul style="list-style-type: none"> <li>Collaborate Effectively</li> <li>Be Responsible And Accountable For Achieving Excellence</li> </ul>	✓			

## HOW THE ROLE OPERATES

### Key Challenges and Problem Solving

- Maintaining enthusiasm and friendly, quality customer care, while managing a broad range of enquiries and delivering a wide range of services 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

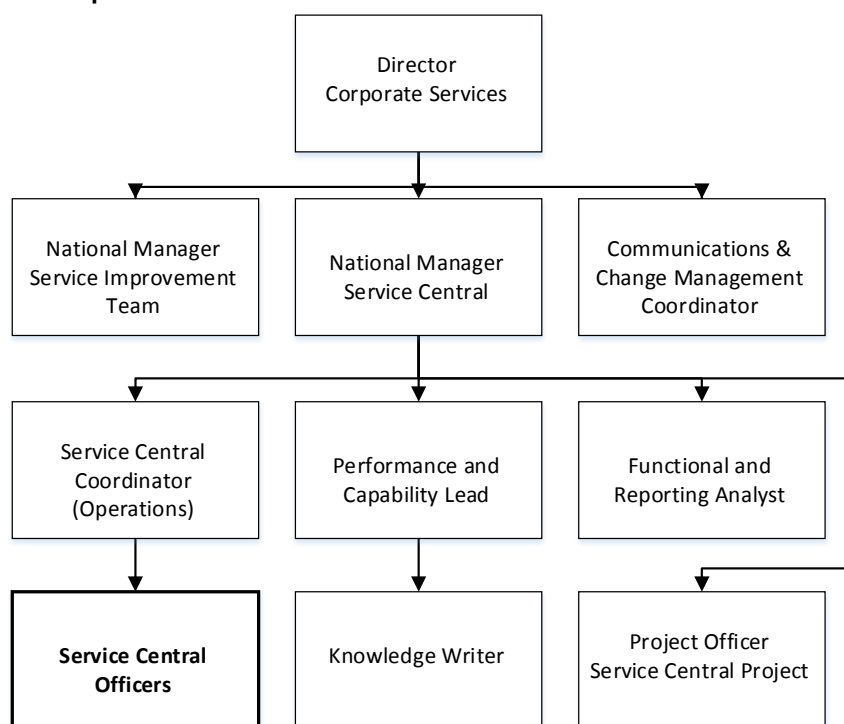
- The position holder responds to routine and complex requests supported by reference to comprehensive knowledge management sources, referring very complex issues or escalations to the nominated supervisor or service provider.
- The position holder contributes to the ongoing development and maintenance of knowledge sources and service improvements through recommendations to the nominated supervisor.

### Communication / Working Relationships

- The position holder communicates with a wide range of ACU stakeholders on a very broad range of topics in order to provide information, advice, and delivery of services.
- The position holder communicates internally with Corporate Services staff 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 (other Service Central Officers) and the Service Central Management team (National Manager, Service Central and Service Central Coordinators) to seek and receive guidance and instructions and to foster a collaborative environment.

- The position holder is required to effectively and sensitively communicate with Aboriginal and Torres Strait Islander staff and stakeholders from culturally diverse backgrounds, including, people with disabilities and staff with a wide range of values and beliefs.

## 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 tertiary qualification and/or relevant professional experience.
2.	Demonstrated excellent customer service skills, including the ability to exercise diplomacy and sound judgment to deal with matters in a confidential and sensitive manner.
3.	Proven capacity to work effectively in a high pressure environment, manage a number of competing demands, meet agreed quotas and deadlines and ensure attention to detail when tasks are sometimes repetitive.
4.	Extensive practical experience with the use of information technology, in particular word processing, databases, service management software and telephony systems, and/or a proven ability to quickly acquire these skills.
5.	Ability to appropriately manage issues and requests to resolution through application of procedures and consideration of reference material.

### 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.	Highly developed interpersonal, written and verbal communication skills with the ability to effectively connect with a wide range of people, including International and Aboriginal and Torres Strait Islander people and staff with diverse backgrounds and beliefs, in a friendly and professional manner.
8.	An ability to take personal accountability for achieving high quality outcomes, provide a stakeholder centric service and keep service excellence as a top priority. See the <a href="#">ACU Service Delivery Model</a> .

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**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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