

POSITION DESCRIPTION

Position Title	Graduate Officer (Administration and Projects) Corporate Services Aboriginal and Torres Strait Islander Graduate Program 2019/2020		
Organisational Unit	Corporate Services		
Functional Unit	Nominated Directorates within the Corporate Services Portfolio: Marketing and External Relations; Academic Registrar and Student Administration; Human Resources; or Finance		
Nominated Supervisor	TBC		
Higher Education Worker (HEW) Level	HEW 5	Campus/Location	Brisbane, Sydney or Melbourne
CDF Achievement Level	1 All Staff	Work Area Position Code	TBC
Employment Type	Full-time Fixed term	Date reviewed	November 2016
The position is only open to Australian Aboriginal and Torres Strait Islander applicants. The filling of this position is intended to constitute a special/equal opportunity measure under section 8(1) of the Racial Discrimination Act 1975 (Cth), and s126 Anti-Discrimination Act 1977 (NSW) s 25 of the Anti-Discrimination Act 1991 (Qld) sub-s 26(3) or s 28 of the Equal Opportunity Act 2010 (Vic)..			

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 CORPORATE SERVICES PORTFOLIO

The Corporate Services Portfolio delivers services aligned to the Mission and strategic goals of the University to enable an excellent student and workplace experience.

The priorities of Corporate Services are to:

- Lead with courage, respect and integrity, aligned with the Mission, strategy and values of ACU;
- Deliver quality service to staff, students and stakeholders;
- Work collaboratively to achieve the best outcomes for ACU;
- Strive for excellence through a culture of continuous improvement; and
- Be responsible, sustainable and efficient in the use of resources.

The Portfolio includes the directorates of Human Resources, Information Technology, Finance, Governance, Marketing & External Relations, Student Administration, Office of Planning & Strategic Management and Properties. Also within the Office of the Chief Operating Officer is the Service Matters Improvement Team, reporting to the Director, Corporate Services. The Portfolio is comprised of approximately 450 professional staff who are committed to providing quality services across the seven campuses of ACU.

ABOUT THE DIRECTORATES

STUDENT ADMINISTRATION

The Student Administration Directorate, led by the Director, Student Administration and Academic Registrar and headed by the Chief Operating Officer, consists of four core divisions:

1. Administrative Services - responsible for Admissions; Information Resource Management; and Timetabling, Examinations & Results.
2. Student Experience - responsible for Shared Services related projects; Graduations & Protocols; and Enrolments, Fees & Scholarships.
3. Systems - responsible for Student Systems.
4. The Office of the Director, Student Administration and Academic Registrar - responsible for Policy, Course Management advice; and Service Operations (incorporating the Contact Centre and Student Hubs).

The Student Administration Directorate supports the University's academic decision-making processes and the Director Student Administration and Academic Registrar, Associate Directors and National Managers contribute to academic policy formulation and provide administrative support for student and academic-related administrative matters.

MARKETING AND EXTERNAL RELATIONS

The Marketing and External Relations (MER) Directorate encompasses Communications and Creative Services, Future Students and Advancement, Digital Experience and Strategy and Planning.

MER plays a key role in profiling and positioning ACU as a first choice among its diverse community and stakeholder groups, including potential students, Catholic and corporate partners, donors, alumni and staff. ACU strives to be an interactive and collaborative partner in the communities in which it operates.

MER at ACU provides a framework for building culturally inclusive strong relationships between internal and external stakeholders with the capacity for this framework to expand, creating new opportunities and new ways to serve the community. MER at ACU is of mutual benefit to both the University and its external community, with its core aim to improve the position and reputation of the University while also connecting with and benefitting the wider community.

The Portfolio provides integrated services with a focus on culturally aware relationship and brand development across the following areas: marketing, media, advertising, design, communications, alumni, student recruitment, fundraising, digital, external relations and events.

HUMAN RESOURCES

The Human Resources Directorate offers professional services and initiatives at a national and local level to support the strategic objectives of the University. Human Resources is guided by the Strategic Plan through the Organisational Unit Plan, which sets clear organisational expectations on workplace culture, workforce planning and performance excellence.

The Human Resources Directorate provides the frameworks, including development, analysis, programs and interventions to support all levels of management achieve organisational outcomes. To achieve this, Human Resources takes a business focus and partnership role in strategic and change matters. Further, it is expected that HR will provide effective support and advice to staff through a range of mechanisms that include effective business processes, effective HR Systems, effective management of employment arrangements and records, effective and timely management of remuneration matters.

FINANCE

The Finance Directorate provides all areas of financial services across the University. The Directorate has offices in Melbourne, North Sydney and Brisbane where each office has local responsibility as well as functional responsibility.

Melbourne oversees management reporting and research, North Sydney the directorship, treasury, financial accounting, management accounting, accounts payable, accounts receivables and systems and Brisbane budgeting and Planning.

POSITION PURPOSE

The Graduate Officer (Administration and Projects) provides generalist support to the ongoing administration and projects within the Directorates within which they assigned across a two year rotation. The activities will operate within two to three Corporate Services Directorates and includes tasks and activities as follows:

- data input or validation of data input for processing within various University systems;
- records management – physical or electronic filing of records;
- provision of support to a range of University processes;
- customer service – provision of information to students and staff who contact the Directorate by email or telephone. This will require the use of ServiceNow or equivalent system;
- research activity – undertake benchmarking of other organisational policies and procedures to inform Policy/Procedure development under the guidance of a senior officer;
- provision of administrative support to a range of Directorate committees or events;
- provision of administrative support to a range of corporate services projects.

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 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 (<u>Capability Development Framework</u>)	Scope of contribution to the University			
		Within the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
Undertake a range of administrative processes and contribute to efficient workflow of processes with colleagues.	<ul style="list-style-type: none"> Know ACU Work Processes and Systems Collaborate Effectively Communicate with Impact 	✓			
Maintain and ensure accuracy of data records in accordance with University / work area processes	<ul style="list-style-type: none"> Know ACU Work Processes and Systems 	✓			
Participate in planning, scheduling, coordination and completion of project tasks, including research, in line with the requirements of the project / work area and appropriate to the level of the position.	<ul style="list-style-type: none"> Be Responsible and accountable for Achieving Excellence Apply Commercial Acumen Communicate with Impact 	✓		✓	✓
Maintain an awareness of current policies and procedures and respond to queries, provide timely information and take follow up action as required	<ul style="list-style-type: none"> Know ACU Work Processes and Systems Collaborate Effectively Communicate with Impact 	✓		✓	
Develop strong relationships with colleagues and across work units to enable collaboration and high quality service.	<ul style="list-style-type: none"> Collaborate Effectively Communicate with Impact 	✓		✓	
Arrange meetings and conferences; including coordinating papers, venues, catering, agendas; taking minutes and follow-up actions.	<ul style="list-style-type: none"> Be Responsible and accountable for Achieving Excellence Apply Commercial Acumen Communicate with Impact 	✓			
Assist with the preparation of presentations, briefs, correspondence and reports on a range of matters.	<ul style="list-style-type: none"> Be Responsible and Accountable for Achieving Excellence Apply Commercial Acumen Communicate with Impact 	✓			
Contribute to improvements to processes in collaboration with colleagues.	<ul style="list-style-type: none"> Make informed Decisions Communicate with Impact 	✓		✓	

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Providing consistently high levels of support, given heavy workloads, short deadlines, and the need to maintain confidentiality and act with discretion.
- Using initiative and judgment to identify potential issues and resolving and/or escalating to improve processes for the work area and/or contribute to outcome for internal client or project
- Developing an understanding of key organisational policies and procedures that guide the work of the Directorate.

Decision Making / Authority to Act

- Monitoring incoming work and standards/deadlines and prioritising work to achieve these.
- Identifying issues with current processes and escalating these to the relevant nominated supervisor.
- University guidelines assist the position holder with routine enquiries. Judgment and some initiative is required, depending on the nature of the issue, to identify relevant policy and procedure.
- Identify when it is difficult to complete an activity/task, or, that there is additional information required and escalate this to the relevant nominated supervisor.

Communication / Working Relationships

- The position holder communicates internally with staff and clients and is responsible for communicating policies, procedure, initiatives and direction consistent with guidelines and relevant legislation to those delivering the services.
- The Position holder will work within teams and across teams and participate as a team member and contributor in relevant team meetings.

Reporting Relationships

- The position will exist differently in each Directorate and an organisational chart and clarity of a nominated supervisor within each Directorate will form part of the position holder's induction into the Directorate.
- For further information about structure of the University refer to the [organisation chart](#).

SELECTION CRITERIA

Qualifications, skills, knowledge and experience

1.	Identification as an Australian Aboriginal and Torres Strait Islander. Australian Catholic University considers that being an Australian Aboriginal and Torres Strait Islander is requirement as identified in the University's Aboriginal and Torres Strait Islander Peoples Employment Strategy
2.	Have a minimum of a Bachelor's degree at commencement of the role (and have completed the degree within 5 years prior to that commencement date).
3.	Customer service orientation and sound judgement to handle matters sensitively and confidentially.
4.	Sound interpersonal and written and verbal communication skills, and an approachable and professional manner.
5.	Sound organisational skills including working effectively to deadlines and managing completing demands
6.	Practical experience with the use of information technology, in particular word processing, spreadsheets, databases
7.	Sound analytical and problem solving skills with strong attention to detail.
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.

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

9.	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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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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