

POSITION DESCRIPTION

Position Title	Manager, National Programs (Sport, Health and Wellbeing)		
Organisational Unit	Office of the Chief Operating Officer		
Functional Unit	Student Engagement and Services: Sport, Health and Wellbeing		
Nominated Supervisor	Director, Student Engagement and Services		
Higher Education Worker (HEW) Level	HEW 10	Campus/Location	McAuley Campus
CDF Achievement Level	2 Management (Middle)	Position Number	10605635
Employment Type	Full-time, Continuing	Date reviewed	October 2019

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 and Deputy Vice-Chancellor (Academic)
- Chief Operating Officer & Deputy Vice-Chancellor (Administration)
- Deputy Vice-Chancellor (Research)
- Deputy Vice-Chancellor (Education and Innovation)

- Deputy Vice-Chancellor (Coordination)
- Vice 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 priorities of Corporate Services are to:

- Lead with **respect, integrity and courage**
- Strive for **excellence** through a culture of continuous improvement
- Deliver **quality services** to students, staff and stakeholders
- Work **collaboratively** to achieve the best outcomes for ACU
- Act responsibly and sustainably in the stewardship of **resources**.

The Corporate Services Portfolio is comprised of the directorates of Finance, General Counsel, Governance, Human Resources, Information Technology, Marketing & External Relations, Planning & Strategic Management, Properties & Facilities, Student Engagement & Services, and Student Administration.

ABOUT STUDENT ENGAGEMENT AND SERVICES

Since March 2012, Student Engagement and Services (SES) has developed a range of programs broadening the opportunities for students in the co-curricular space at ACU. The ACU Strategic Plan, Students Learning and Teaching Portfolio Operational Plan and the Learning for Life Strategy have shaped the need for the development of such programs and services.

The Student Engagement and Services Directorate facilitates programs and services through a national approach delivered by campus-based staff, these programs include:

- Sport, Health & Wellbeing including:
 1. Sport Clubs
 2. Australian University Sport endorsed programs
 3. Elite Athlete and Performer Program
 4. Gyms, Fitness Classes and Facilities
 5. Social Sport and Community Events
- National Student programs including Legal Services
- A virtual (non-campus dependent) student discount program
- Student Accommodation under the Living & Learning Communities
- ACU Medical Centres

The above listed programs are funded by user pays fees, operating funds and Student Services and Amenities Fees (SSAF).

POSITION PURPOSE

This position is accountable for the management and development of a range of national Sport, Health and Wellbeing programs and services funded by Student Services and Amenities (SSAF) fees. SSAF fees are payable by ACU students in addition to surpluses generated by fees and charges paid by students, staff and community.

The position provides administration, direction and supervision for the continued expansion and delivery of extracurricular activities and events including place management.

The position also provides strategic programming support to the Director, Student Engagement and Services.

Through creating additional capacity, ACU will be able to increase students' opportunities to develop skills, experiences and abilities across a range of co-curricular areas, namely Sport, Health and Wellbeing, Fitness & Recreation programs, Community Gyms, and Sporting Clubs.

The position will promote student's lifelong attachment to the university, through social and extracurricular opportunities supporting ACU's Campus based education for the development of well-rounded people capable of exercising high level skills together with a strong commitment to the common good.

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 (Capability Development Framework)	Scope of contribution to the University			
		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
		✓	✓	✓	✓
<p>Lead and manage the National Sport, Health and Wellbeing Unit with the aim of providing direction, effective leadership, supervision and planning that promotes the delivery of high standards of expertise and service across the university.</p> <ul style="list-style-type: none"> Plan, manage and coordinate the delivery of student programs to ensure a high standard of co-curricular experience for students in support of ACU's mission, vision and values. Plan, build, manage & develop a National University Sporting Club Structure. Build Sport, Health and Wellbeing programs in an innovative and adaptive way, continually improving the scope and depth of the programs across all ACU's campuses. Develop Place Management principles to support professional presentation of facilities and the programs and services delivered at ACU campuses. Provide effective leadership, supervision and planning to the national Sport, Health and Wellbeing team, ensuring that high standards of expertise and service are delivered. Manage a diverse team of employees to provide a service to the ACU community and external stakeholders. 	<ul style="list-style-type: none"> Deliver Stakeholder Centric Service Coach and Develop Be responsible and accountable for achieving excellence 				✓
<p>Develop and implement policies, practices and standards across the University, in relation to Sport, Health and Wellbeing.</p> <ul style="list-style-type: none"> Establish and maintain standard operating and risk procedures and other systems to support the work and deliverables of the Sport, Health and Wellbeing Unit and ensure student and user's safety and welfare. 	<ul style="list-style-type: none"> Apply Commercial Acumen Be Responsible and Accountable for Achieving Excellence Know ACU Work Processes and Systems 	✓			

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<ul style="list-style-type: none"> Accountable for the achieved outcomes of implemented policies, practices and standards. Develop policies and procedures to ensure that student programs are legally compliant, in line with University strategic objectives and meet health and safety, insurance and risk management requirements. 					
<p>Develop the Unit's programmatic strategy and Plans within the broader Student Engagement and Services Strategy, to guide the work and priorities of the National Student Programs Unit.</p> <ul style="list-style-type: none"> Develop programs as social businesses, balancing social engagement objectives and financial efficiencies. Manage and assume responsibility for the Sport, Health and Wellbeing budget, ensuring that programs meet budget requirements as well as establishing strategies to ensure that business goals are achieved with a high level of stakeholder satisfaction. 	<ul style="list-style-type: none"> Adapt to and Lead Change Communicate with Impact Be Responsible and Accountable for Achieving Excellence 				✓
<p>Represent the University in inspiring change in the wider Sport, Health and Wellbeing sphere, particularly in relation to state wide and national University sporting programs and competitions.</p> <ul style="list-style-type: none"> Identify opportunities for involvement on boards and other Industry associations relevant to the role. Act as an advocate for the University Sport, Health and Wellbeing programs. Represent the Student Engagement and Services Directorate on University committees, working parties and project reference groups. 	<ul style="list-style-type: none"> Communicate with Impact Adapt to and Lead Change Collaborate Effectively 				✓
<p>Develop effective working relationships with internal and external stakeholders to effectively implement student programs and identify and develop partnership/sponsorship opportunities.</p>	<ul style="list-style-type: none"> Collaborate Effectively Deliver Stakeholder Centric Service Communicate with Impact 				✓

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<p>Monitor and review existing programs to evaluate their success and implement improvement strategies.</p> <ul style="list-style-type: none"> • Undertake research and analysis to identify future programs and gaps in service delivery. • • Ensure programs reflect the interests and needs of the student body. 	<ul style="list-style-type: none"> • Apply Commercial Acumen • Make Informed Decisions • Deliver Stakeholder Centric Service 				✓
<p>Work autonomously to further ACU's Mission, Vision and Values and achieve outcomes for the Student Engagement and Services Directorate and Office of the Chief Operating Officer in relation to the provision of Sport, Health and Wellbeing programs nationally.</p>	<ul style="list-style-type: none"> • Live ACU's Mission, Vision and Values • Be Responsible and Accountable for Achieving Excellence 				✓

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Act autonomously with broad direction from the Director, Student Engagement and Services.
- Cultivate an in depth understanding of the Sport, Health and Wellbeing Unit including its relationships with portfolios and units across the university and in relation to national University and community sport programs
- Design cost effective and value for money programs and activities within budget and set key performance indicators that support the University's Key Result Areas. Advocate for new procedures, programs and systems and manage resistance to these changes.
- Manage a diverse national team of staff and create a high level of engagement with staff and students.
- Recommend and initiate solutions and courses of action to resolve potential or actual problems or escalated issues with minimal external guidance.
- Foster an inclusive and student/client focused customer service culture within the national Sport Health and Wellbeing team, ensuring a high standard of service delivery, continuous improvement and optimal participation of students in all the programs and services to provide an improved ACU student experience in line with ACU's mission, vision and values.

Decision Making / Authority to Act

The position holder has autonomy over the:

- Management, support and administrative functions of the programs.
- Development and management of policies, processes and systems.
- Continuous program improvement initiatives.
- Program budget allocations for all activities and events across all campuses following consultation with Director, Student Engagement and Services.

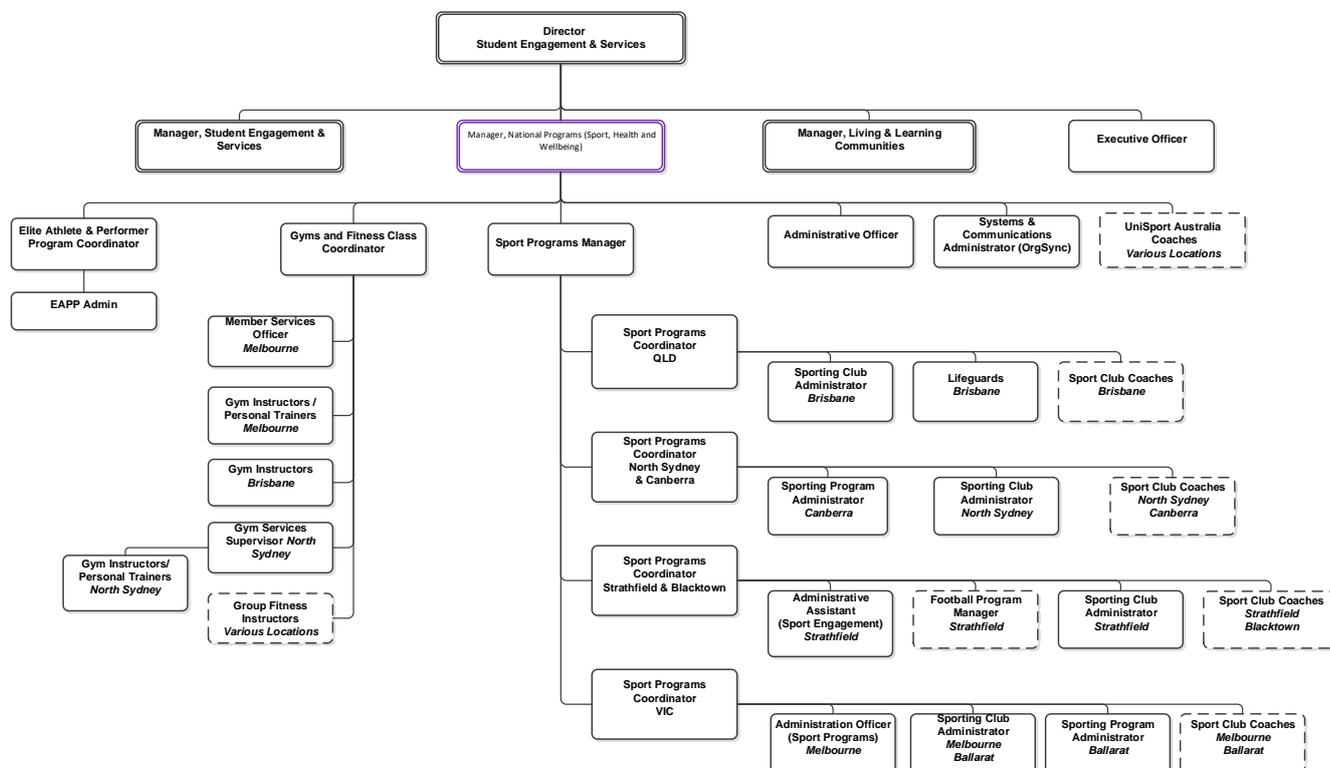
The position holder must manage and respond to competing demands from multiple external and internal stakeholders.

Communication / Working Relationships

- The position holder collaborates with all areas of Student Engagement and Services, the Office of the Chief Operating Officer and the Deputy Vice Chancellor (Education and Innovation) portfolio to ensure strategic alignment and consistency across services.
- The position holder negotiates on behalf of the University with external consultants and service providers to seek services in relation to the implementation of Sport, Health and Wellbeing programs.
- The position holder collaborates with relevant staff within Marketing and External Relations in relation to the design and development of promotional and informational materials.
- The position holder provides leadership and coaching to direct reports and regularly communicates with the Sport, Health and Wellbeing staff regarding team and individual priorities and the achievement of outcomes.

Reporting Relationships

Interim Structure



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

QUALIFICATIONS AND CAPABILITY OF THE POSITION HOLDER

This section sets out the qualifications, skills, knowledge, experience and competencies expected of the position holder, collectively referred to as 'qualifications and capability'. These are informed by the key responsibilities of the role and the Core Competencies set out in the [Capability Development Framework](#).

Opportunities to develop capability are provided through the development programs coordinated by internal providers of professional development. See the [Training and Development website](#) for more information.

In recruiting and selecting a candidate for the position, a subset of the qualifications and capability will form the Selection Criteria, **to a maximum of 10**.

Qualifications and Capability		Selection Criteria?
Qualifications, skills, knowledge and experience		
1.	Completion of a relevant postgraduate degree; or an equivalent combination of extensive relevant experience and/or education/training in operations and strategic student program management.	Yes

Qualifications and Capability		Selection Criteria?
2.	Experience in building and developing cultural and sporting programs for Universities across multiple locations.	Yes
3.	Demonstrated planning and organisational skills, with the ability to manage competing demands, achieve required outcomes and meet deadlines in a high-pressure environment.	Yes
4.	Strong leadership experience managing a large and diverse nationally located group of staff.	Yes
5.	Established ability to develop and implement policies, practices and standards across a complex work unit and to lead relevant stakeholders and team members in the establishment and introduction of these.	Yes
6.	Extensive experience managing budgets, place management, health & safety and risk management for a complex unit in the field of Sport, Health and Wellbeing.	Yes
7.	Highly developed IT skills, including word processing, database management, Excel and web.	Yes
Core Competencies (as per the Capability Development Framework)		
8.	Live ACU's Mission, Vision and Values: 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.	Yes
9.	Apply Commercial Acumen: Understand the business environment in which ACU operates and adopt a University-wide point of view to seize opportunities and improve commercial viability.	No
10.	Adapt to and Lead Change: Display openness and resilience, inspire others to change and act to make change happen with ACU's interests, strategic goals and Mission at the heart of all outcomes.	No
11.	Deliver Stakeholder Centric Service: Keep stakeholder interests at the core of ACU business decisions and ACU service excellence as a top priority. See the ACU Service Delivery Model .	No
12.	Collaborate Effectively: Work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence.	No

Qualifications and Capability		Selection Criteria?
13.	Communicate with Impact: Communicate with purpose. Gain the support of others for actions that benefit ACU. Negotiate for mutually beneficial outcomes that are aligned with the Mission, Vision and Values of the University.	No
14.	Coach and Develop: Coach and develop self and others through setting clear expectations, managing performance and developing required capabilities to establish a culture of learning and improvement.	No
15.	Be Responsible and Accountable for Achieving Excellence: Take personal accountability for achieving the highest quality outcomes through understanding the ACU context, self-reflection, and aspiring to and striving for excellence.	No
16.	Know ACU Work Processes and Systems: Plan work activity, prioritise time and resources using established ACU processes and technology to achieve optimum efficiency and effectiveness.	No
17.	Make Informed Decisions: Make informed, evidence-based decisions by sourcing and interpreting University and business information.	No
Other attributes		
18.	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.	Yes
19.	Evidence of ability to work with children, and contribute to and protect their safety and wellbeing. The successful applicant will be required to hold a valid working with children clearance for the State or Territory in which the position is located.	Yes