

## POSITION DESCRIPTION

<b>Position Title</b>	Student Support and Administration Officer		
<b>Organisational Unit</b>	ACU College		
<b>Functional Unit</b>	ACU College		
<b>Nominated Supervisor</b>	Student Support, Learning & Teaching Coordinator		
<b>Higher Education Worker (HEW) Level</b>	HEW 5	<b>Campus/Location</b>	Melbourne
<b>CDF Achievement Level</b>	1 All Staff	<b>Work Area Position Code</b>	#HR to assign
<b>Employment Type</b>	Full-time Fixed term	<b>Date reviewed</b>	October 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 ACU COLLEGE

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ACU College is the centre for Vocational Education and Training (VET) at Australian Catholic University (ACU). ACU is a Registered Training Organisation (RTO No: 3578) delivering nationally accredited VET courses from certificate III to diploma level.

ACU College offers courses in nursing, education support, individual support, early childhood education and care, leadership and management, allied health, first aid, manual handling and CPR. Our courses are offered in Queensland, Victoria and the Australian Capital Territory (ACT).

ACU College has developed extensive industry partnerships with leading education, health and community services organisations, providing students with the opportunity to apply learned skills in contemporary workplaces through planned professional experience placements.

ACU College courses are customized to meet the needs of industry, ensuring students gain the skills needed to transition successfully into the workplace or onto further studies in ACU through our pathways program.

ACU College is firmly committed to delivering nationally recognised qualifications and accredited courses in accordance with the Australian Qualifications Framework (AQF).

## POSITION PURPOSE

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Student Support and Administration Officers perform a multi-purpose role. The role is the first point of contact for providing a range of information and advice to prospective and existing ACU College students. The role also provides a broad range of administrative duties, to support coordinators and the leadership and management functions of the College as requested.

## 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 within the Service Excellence Framework
- 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 ✓
<b>Service Delivery</b> <ul style="list-style-type: none"> <li>Undertake reception duties including taking and responding to queries over the phone, via email and in-person.</li> <li>Administer enrolment and admissions processes in collaboration with the Student Support Learning &amp; Teaching Coordinator. This may involve contact with school aged children in school participating in the VET program and ACU College students under the age of 18.</li> <li>Data entry in Student Management Systems</li> <li>Organise classroom bookings for ACU College courses.</li> <li>Assist with planning and coordination of events including catering and logistics.</li> <li>Order office supplies and training materials including printing as requested.</li> <li>Receive and distribute incoming and outgoing mail/parcels.</li> </ul>	<ul style="list-style-type: none"> <li>Know ACU Work Processes and Systems</li> <li>Deliver stakeholder centric service</li> <li>Collaborate Effectively</li> <li>Communicate with Impact</li> </ul>	✓	✓	✓	✓
<b>Support for ACU College's Executive Director / Director including</b> <ul style="list-style-type: none"> <li>Administrative support (including diary, internal and external meetings, telephone, travel, Flexi-purchase, etc) for the Executive Director.</li> <li>Provide secretariat support to Executive Director and Director meetings.</li> <li>Assist with marketing liaison and support as required by ACU College staff</li> <li>Adhoc administrative duties as requested</li> </ul>	<ul style="list-style-type: none"> <li>Know ACU Work Processes and Systems</li> <li>Deliver stakeholder centric service</li> <li>Collaborate Effectively</li> </ul>	✓	✓	✓	✓

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<b>Implement Compliance Policies and Procedures within ACU College</b> <ul style="list-style-type: none"> <li>• Work closely with Compliance and Operations team to ensure accurate information is relayed to students</li> <li>• Keep abreast of current ACU College policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate with impact</li> <li>• Make informed decisions</li> <li>• Collaborate Effectively</li> <li>• Know ACU Work Processes and Systems</li> </ul>	✓	✓	✓	✓

## HOW THE ROLE OPERATES

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### Key Challenges and Problem Solving

- Providing administrative support to staff during the peak enrolment and admission period of the College
- Multi-tasking between telephonic queries, walk in students and staff requests
- Following policies and procedures and upholding the integrity of the information that is being shared with new and existing students, to ensure it is both compliant and correct.

### Decision Making / Authority to Act

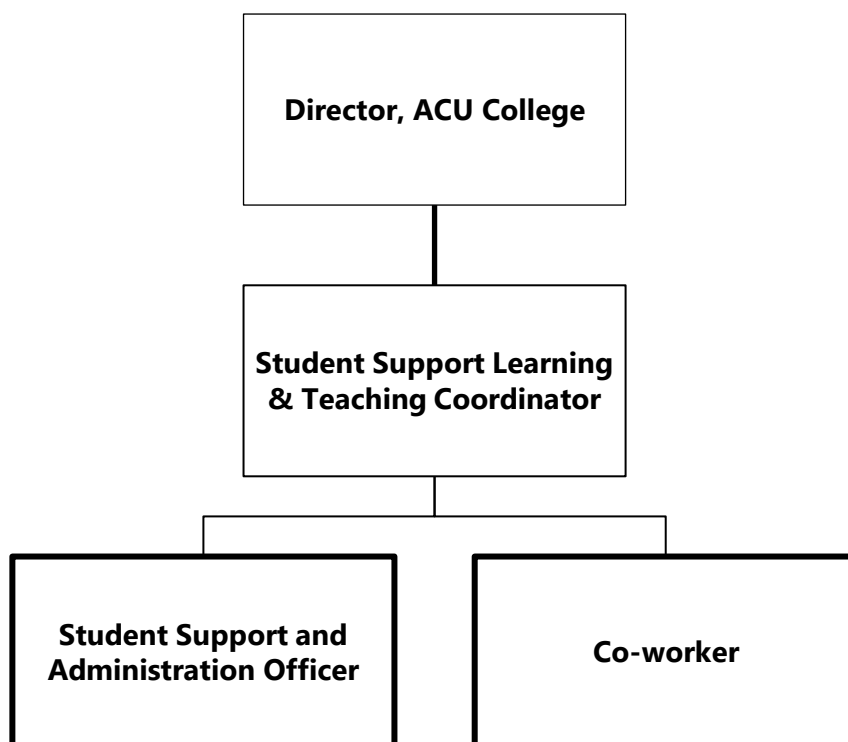
- The position holder responds to routine enquiries, referring more complex matters to the nominated supervisor. ACU College Policies, Procedure and guidelines assist the position holder with routine enquiries
- The position holder will work under general direction within their area of responsibility and is expected to display reasonable independence, initiative and problem-solving skills with guidance from the nominated supervisor as needed.

### Communication / Working Relationships

- The position holder liaises with internal and external stakeholders including to arrange meetings and to give and receive information for the Director. The position holder also manages phone enquiries from other organisations, students and members of the general public.

## Reporting Relationships

Note: This is the relevant extract from the organizational chart



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

## SELECTION CRITERIA

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### Qualifications, skills, knowledge and experience

1.	A vocational qualification in administration or related area with experience in administration – preferable RTO related; or an equivalent combination of relevant experience and/or education/training.
2.	Ability to apply attention to detail
3.	Experience in the Microsoft Suite and a Student Management System (i.e. VETtrak or aXcelerate)
4.	Experience in State and Government funding contracts requirements for VET courses VSL will be looked upon favourably

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

5.	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.
6.	Demonstrated ability to communicate effectively with staff at all levels, including stakeholders external to the organisation, to provide an excellent client service.
7.	Demonstrated ability to effectively plan work activity, prioritise time and resources using established processes and technologies to achieve optimum efficiency and effectiveness

### Other attributes

8.	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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9.	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.
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