

## POSITION DESCRIPTION

<b>Position Title</b>	Administrative Officer		
<b>Organisational Unit</b>	DVC (Students, Learning and Teaching)		
<b>Functional Unit</b>	Student Engagement and Services		
<b>Nominated Supervisor</b>	Residential Coordinator		
<b>Higher Education Worker (HEW) Level</b>	HEW 6	<b>Campus/Location</b>	North Sydney (Miguel Cordero Residence, Camperdown)
<b>CDF Achievement Level</b>	1 All Staff	<b>Work Area Position Code</b>	13253
<b>Employment Type</b>	Full-time Continuing	<b>Date reviewed</b>	6 April 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 STUDENT ENGAGEMENT AND SERVICES DIRECTORATE**

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The Student Engagement and Services Directorate is accountable for the management, ongoing strategic development, business and financial planning for campus student strategies supported by Student Services and Amenities Fees. These include residential accommodation programs, Sport, Health and Wellbeing activities, virtual programs, and campus medical centres. The Directorate is responsible for promoting student engagement and satisfaction with University services and facilities. The Directorate achieves this in collaboration with other areas within the Students, Learning and Teaching portfolio and ACU directorates that impact on student satisfaction.

The objective is for the Student Engagement and Services unit to offer these services and activities with an enterprise focus, in the most cost effective way, bringing a business focus and innovative approach to their delivery and revenue returns where appropriate to support ongoing service provision and enhancement.

## **ABOUT ACU LIVING AND LEARNING COMMUNITIES**

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ACU is developing a University-wide student residential strategy. ACU believes that student residences are important because:

- Safe, clean, affordable accommodation promotes secure study patterns.
- Students in residence can experience community living and learning.
- Residences give the university an opportunity to support students' academic, social, spiritual and person development goals.
- Residential experiences can assist students in developing leadership and the ACU Graduate Attributes.

ACU Living and Learning Communities aim to provide the opportunities for student support and development. At ACU education is holistic; our Living and Learning communities promote academic achievement, health and wellbeing, participation in sport, spirituality, internationalisation, leadership and community engagement.

The University recognises that its distinctive character ultimately depends on the intellectual, social and moral quality of its students. ACU is rightly proud of its students, graduates and alumni.

The challenge is to build a community of students and friends, who by engaging in residential life will become successful students and contributors to ACU and their professions. Through living and learning with peers in residence and on campus, students will develop graduate attributes including communication and interpersonal skills, resilience and leadership. Students will be encouraged to understand the ACU Mission and to reflect on and build values and commitments.

The dignity of the human person is the foundation and criterion for mutual relationships in the life of the University. It is expected that this will be expressed by a responsible commitment on the part of all students and staff to justice, equity and concern for mutual wellbeing, actively informed by a sensitivity to individual circumstances, individual and collective responsibility, and awareness of situations of injustice.

ACU Living and Learning Communities will establish a new standard in student engagement in the University. Students will be encouraged to commit to building true community and to partner with Student Engagement and Services staff to develop this new opportunity for students at ACU.

## **POSITION PURPOSE**

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The Administrative Officer provides comprehensive support at the ACU student accommodation residence at Camperdown. The position will provide administrative support to ensure the efficient, safe and customer friendly management of the property whilst contributing to ACU's Living and Learning Community. This position is responsible

for supporting the administrative and operational activities of the accommodation in a manner that is aligned with the University's mission and the Living and Learning Communities strategy.

The Administrative Officer is the first point of contact for residents, guests and suppliers. Involved in the administration of residential support programs, the position will process contracts and invoices and support other day to day administration as needed and will work to ensure students feel at home in the residence. The position holder will also assist in the promotion of residential accommodation to potential students. Occasional travel between campuses will be required from time to time to support the growth of the national residential strategy.

## 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 ( <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 ✓
Support the Residential Coordinator in the timely management of the student accommodation to ensure operational and student wellbeing issues are dealt with in a timely manner through the Critical Incident framework.	<ul style="list-style-type: none"> <li>• Deliver Stakeholder Centric Service</li> <li>• Communicate with Impact</li> </ul>		✓		
Input data into StarRez software and create reports as requested to maintain a well-run, well-documented facility.	<ul style="list-style-type: none"> <li>• Know ACU's Work Processes and Systems</li> </ul>		✓		
Provide administrative support for the residence including processing payments and room allocations to ensure smooth, efficient running of the residence.	<ul style="list-style-type: none"> <li>• Know ACU's Work Processes and Systems</li> </ul>		✓		

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Provide administrative support for campus events, open days and academic, social, sporting and chaplaincy programs. This involves the provision of accurate information, maintaining timely communication with key stakeholders, and reporting via StarRez.	<ul style="list-style-type: none"> <li>• Deliver Stakeholder Centric Service</li> <li>• Communicate with Impact</li> </ul>		✓		
Prepare monthly financial, vacancy and debt reports for the Residential Coordinator to support effective decision making for the Camperdown residential accommodation.	<ul style="list-style-type: none"> <li>• Apply Commercial Acumen</li> </ul>		✓		
Assist with the sales and marketing functions of the business and prepare student leases; maintain accurate waiting lists, check students in and out and deal with day-to-day enquiries to achieve and maintain a high occupancy level at the residence. Conduct inbound and outbound room inspections.	<ul style="list-style-type: none"> <li>• Communicate with Impact</li> <li>• Deliver Stakeholder Centric Service</li> </ul>		✓		
Solve day-to-day practical problems, to ensure smooth running of the residence and ensure high levels of resident satisfaction, escalating more complex matters to the Coordinator for resolution.	<ul style="list-style-type: none"> <li>• Deliver Stakeholder Centric Service</li> <li>• Collaborate effectively</li> </ul>		✓		
Undertake planning and administrative duties that support the implementation for a suite of ACU student services into the Camperdown accommodation to help build the Living and Learning Community and ensure the wellbeing of all students.	<ul style="list-style-type: none"> <li>• Communicate with Impact</li> <li>• Deliver Stakeholder Centric Service</li> </ul>		✓		
In conjunction with the Portfolio's Communications and Marketing and External Relations staff, help with the collation and production of marketing information to increase the profile of the residence.	<ul style="list-style-type: none"> <li>• Communicate with Impact</li> <li>• Collaborate effectively</li> </ul>		✓		

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Monitor and maintain social media presence and activity to ensure it supports the marketing KPIs of the residence and are in accordance with ACU policy.	<ul style="list-style-type: none"> <li>Communicate with Impact</li> <li>Be Responsible and Accountable for Achieving Excellence</li> </ul>		✓		
Provide administrative support to the Compliance Contractor for the National Rental Affordability Scheme.	<ul style="list-style-type: none"> <li>Apply Commercial Acumen</li> <li>Collaborate effectively</li> </ul>		✓		

## HOW THE ROLE OPERATES

### Key Challenges and Problem Solving

- Ensuring records are maintained for the residence, and creating reports as required to monitor operations
- Ensuring in and outbound room inspections are conducted regularly and in line with University and health and regulations.
- Ensuring operational and student well-being issues are dealt with in a timely manner through the Critical Incident framework.
- Working to resolve day-to-day practical problems in the residence to ensure smooth running of the residence and ensure high levels of resident satisfaction.

### Decision Making / Authority to Act

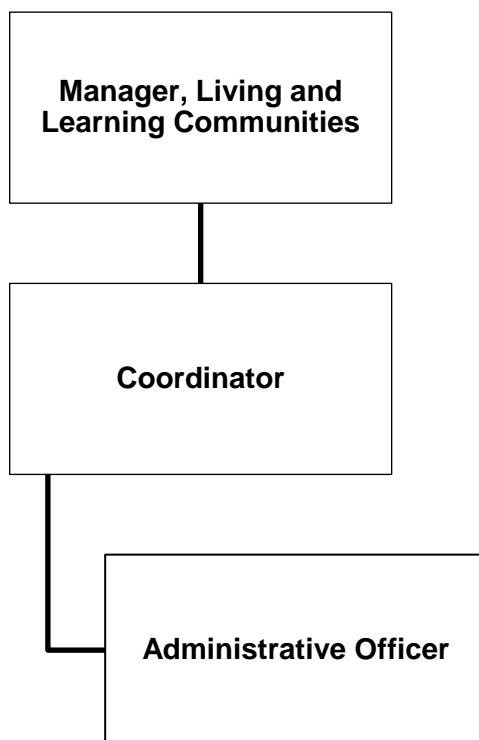
- The position holder mostly responds to routine enquiries, referring more complex matters to the Residential Coordinator. Procedure manuals and guidelines assist the position holder with routine enquiries.

The position holder will sometimes be required to make informed decisions to assist students/residents with more difficult problems, issues or enquiries with the understanding of when escalation is required.

### Communication / Working Relationships

- The position holder will be required to communicate with professionals from other Universities and relevant external organisations to coordinate joint initiatives.
- 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.

## Reporting Relationships



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.	Completion of a relevant degree; or an equivalent combination of relevant experience and/or education/training.
2.	Knowledge of the yearly cycle of Student Accommodation sales cycles. The ability to deliver against sales targets and assist in marketing campaigns.
3.	Sound IT skills, including demonstrated experience in word processing, database management, Excel, financial management systems and Property Management Software (StarRez preferred).
4.	Knowledge of residential legislation, experience in Facilities Management and Emergency Management processes and / or skills and experience in first aid and fires safety would be advantageous.

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

5.	Demonstrate confidence and courage to achieve ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.
6.	An ability to take personal accountability for achieving high quality outcomes, keeping stakeholder interests at the core of business decisions in order to achieve organisational objectives and service excellence. See the <a href="#">ACU Service Principles</a> .
7.	Demonstrated ability to communicate effectively with staff at all levels, including stakeholders external to the organisation, to provide an excellent client service and meet organisational objectives.
8.	Demonstrated ability to effectively plan work activity, prioritise time and resources using established processes and technologies to achieve optimum efficiency and effectiveness.

### 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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