

**POSITION DESCRIPTION**

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| **Position Title** | Administrative Officer  |
| **Organisational Unit** | Faculty of Health Sciences |
| **Functional Unit** | School of Nursing, Midwifery and Paramedicine (NSW/ACT) |
| **Nominated Supervisor** | School Team Leader (NSW/ACT) |
| **Higher Education Worker (HEW) Level** | HEW5 | **Campus/Location** | Canberra |
| **CDF Achievement Level** | 1 All Staff | **Work Area Position Code** |  |
| **Employment Type** | Part time/Continuing | **Date reviewed** |  December 2020 |

**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.

Australian Catholic University (ACU) is both a Catholic University and a public institution within the Australian higher education sector. ACU is an inclusive community which welcomes students and staff of all beliefs. The University is committed to a strong Catholic ethos and seeks to foster and promote teaching and learning, research and scholarship, and community engagement in the Christian tradition. As valued members of our community, all staff members are expected to have an understanding of ACU’s [Mission](http://www.acu.edu.au/about_acu/our_university/mission_and_profile) and values and to demonstrate an active contribution to them.

The University shares with universities worldwide a commitment to quality in teaching, research and service. It aspires to be a community characterised by free enquiry and academic integrity.

The University chooses to focus on areas of teaching and research that are closely connected with its particular character as a University that is Catholic, public and national. The focus areas are Theology and Philosophy, Health, Education, and the Common Good and Social Justice.

ACU has over 2,500 staff supporting more than 34,000 students across seven campuses – Adelaide, Ballarat, Brisbane, Canberra, Melbourne, North Sydney and Strathfield.

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

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Directorate of Identity and Mission drives both the Identity and the [Mission](http://www.acu.edu.au/about_acu/our_university/governance/university_services/secretariat/mission_statement) 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.

The University pursues performance excellence and offers an environment where staff are valued and rewarded. Staff are expected to demonstrate a commitment to continuous improvement and to participate fully in resolving issues to achieve and maintain quality standards relevant to role. Further information about a career with ACU is available at [www.acu.edu.au](http://www.acu.edu.au/about_acu/our_university/careers_at_acu).

ACU is committed to diversity and social inclusion in its employment practices. Applications from Aboriginal and Torres Strait Islander people, people with disabilities and people from culturally diverse groups are encouraged.

**ABOUT THE FACULTY OF HEALTH SCIENCES**

The Faculty of Health Sciences comprises three schools:

Allied Health

Behavioural and Health Sciences

Nursing, Midwifery and Paramedicine

There are currently approximately 14,000 students (EFTSL) and 530 (FTE) staff in the faculty under the disciplines: occupational therapy, speech pathology, social work, exercise science, exercise physiology, nutrition science, biomedical science, nursing, midwifery, paramedicine, physiotherapy, psychology and public health. The Faculty is represented across six ACU campuses.

The Faculty’s current research priorities focus on Cardiovascular Disease and Metabolism, Health Services Research, Nutrition, Sports Performance and Rehabilitation, Psychology and Mental Health.

An expanding portfolio of postgraduate courses is also available in coursework and research. Many postgraduate courses within the Faculty have been developed in conjunction with industries in order to meet specific needs of the professions and industry. Some postgraduate units are offered in flexible learning mode by online study. All students have professional and clinical experience that is supervised by specially qualified practitioners. Catholic hospitals and other public, private and specialty organisations, as well as schools and the health and sports industry, are involved with preparing for promoting and offering this valued and essential experience.

The goals of the Faculty are closely linked to and emanate from the Mission of the University. The areas of achievement by the Faculty include the key areas of teaching and learning, research and scholarship, community engagement in addition to specific objectives regarding internationalisation, quality and resource management. It has well-established procedures for evaluating performance and ensuring quality which involve students and representatives of the various statutory registration authorities and professional organisations, as well as recent graduates and employers.

Further information about the Faculty can be found at:

<https://www.acu.edu.au/about-acu/faculties-directorates-and-staff/faculty-of-health-sciences>

**ABOUT THE NATIONAL SCHOOL OF NURSING, MIDWIFERY AND PARAMEDICINE**

The National School of Nursing, Midwifery and Paramedicine formed in 2012 from the amalgamation of ACU's state-based Schools. It has the largest intake of nursing, midwifery and paramedicine students in Australia.

The National School of Nursing, Midwifery and Paramedicine comprises a team of highly motivated and dedicated academic and professional staff who have built a strong teaching and learning environment as evidenced by student demand, entry levels and student course evaluation over several years. The School is located on six campuses: Brisbane, Blacktown, North Sydney, Canberra, Melbourne and Ballarat.

Further information about the School can be found at:

[http://www.acu.edu.au/about\_acu/faculties,\_institutes\_and\_centres/health\_sciences/school\_of\_nursing\_midwifery\_and\_paramedicine](http://www.acu.edu.au/about_acu/faculties%2C_institutes_and_centres/health_sciences/school_of_nursing_midwifery_and_paramedicine)

**POSITION PURPOSE**

The position is responsible for the delivery of high-quality services in effective and seamless course administration and excellent communication processes between the School of Nursing, Midwifery and Paramedicine NSW/ACT, Student Administration Section and the International Office. The position will work closely with students, course coordinators and staff to ensure that University regulations and rules are met and issues are resolved in a timely and efficient manner.

**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 2020-2023
* 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](http://www.acu.edu.au/cdf) 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 specific to this position** | **Relevant Core Competences (**[**Capability Development Framework**](http://www.acu.edu.au/cdf)**)** | **Scope of contribution to the University** |
| --- | --- | --- |
| Within the work unit or team✓ | School or Campus✓ | Faculty or Directorate✓ | Across the University✓ |
| Provide high level, effective and seamless course administration and communication processes between the School, Student Administration, International Office and students within the School. | * Know ACU Work Processes and Systems
 | ✓ | ✓ | ✓ | ✓ |
| Provide high level effective administrative support and advice regarding University Policy and Procedures to Course Coordinators, State & Deputy Heads of School and staff. Be current with changes to Administration procedures that impact on course implementation and ensure that effective and accurate data is available at all times. | * Know ACU Work Processes and Systems
* Be Responsible and Accountable for Achieving Excellence
 | ✓ | ✓ | ✓ | ✓ |
| Take on the role of Timetabling Liaison Officer (TLO) or assist the (TLO) as needed to ensure the respective responsibilities relating to timetabling are carried out effectively and efficiently where applicable and assist with the allocation of students to tutorial groups. | * Know ACU Work Processes and Systems
* Collaborate effectively
 | ✓ | ✓ |  |  |
| Under supervision coordinate results processing within the School and report on student progress / lack of progress for Academic Counselling in relation to Academic Regulations. | * Know ACU Work Processes and Systems
* Collaborate effectively
 | ✓ | ✓ |  |  |
| Liaise with students and Student Advisors on behalf of Course Coordinators for day to day course administration matters such as course enquiries, tutorial allocation, variation of enrolment, campus transfers, etc.Prepare credit transfer application for students with approved credit arrangement in TAFE and International Institutions. | * Know ACU Work Processes and Systems
* Collaborate effectively
 | ✓ | ✓ |  |  |
| Formatting of examination papers using MS Word.Participate in orientation programs for domestic and international students.Actively participate in marketing of courses and School.Other duties as required | * Be Responsible and Accountable for Achieving Excellence
* Collaborate effectively
 | ✓ | ✓ |  | ✓ |

**Key Challenges and Problem Solving**

* Work within established timelines and manage workload accordingly.
* Proactively improve efficiencies as needed and ensure accuracy of information held.
* Provision of advice, with respect to university policy and procedures (e.g. course knowledge; areas of reporting within the university) as required by all levels of staff within the School.

**Decision Making / Authority to Act**

* Provide advice and direction to staff and students with respect to policies and appropriate courses of action relevant to university guidelines
* The position carries out a variety of tasks and duties within an existing work routine or policy and procedure. There is some flexibility for changing the order of tasks assigned, and for setting work priorities within the work area’s time schedules.
* The position has the authority to devise and develop procedures to manage the workflow of the role
* Respond to routine enquiries from students and staff and refer more complex matters to Student Advisors, Course Coordinators and Nominated Supervisor

**Communication / Working Relationships**

* Communicates internally with staff and students and is responsible for communicating policies, procedure, and guidelines as needed to students and staff
* Liaises with internal and external stakeholders as required. Manages phone enquiries from other organisations, students and members of the general public

**Reporting Relationships**

For further information about structure of the University refer to the [organisation chart](http://www.acu.edu.au/staff/our_university/organisational_chart2).

**SELECTION CRITERIA**

**Qualifications, skills, knowledge and experience**

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| --- | --- |
|  | Completion of an associate diploma with at least two years relevant experience, and/or an equivalent combination of relevant experience and education/training. |
|  | Demonstrated administrative experience and general knowledge, or ability to quickly acquire knowledge of administrative processes associated with a tertiary institution. |
|  | Demonstrated written and verbal communication skills that enable the appointee to effectively communicate with internal stakeholders as well as current and future students. |
|  | Demonstrated proficiency in the use of Microsoft Office Suite of Programs, email packages, and other database packages. Specifically, experience with document formatting and mail mergers. |
|  | Ability to provide advice and interpretation of University policy and procedures in relation to student administration. |

**Core Competencies (as per the** [**Capability Development Framework**](http://www.acu.edu.au/cdf)**)**

|  |  |
| --- | --- |
|  | 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. |
|  | Demonstrate commitment to keeping stakeholder interests at the core of ACU business decisions and ACU service excellence as a top priority. See the [ACU Service Principles](http://www.acu.edu.au/staff/our_university/service-matters/service_principles/?a=665625). |
|  | Demonstrate capacity to work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence. |
|  | Demonstrate ability to plan work activity, prioritise time, tasks and resources using established ACU processes and technology to achieve optimum efficiency and effectiveness as well as the ability to work independently within a team. |

**Other attributes**

|  |  |
| --- | --- |
|  | 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. |