

POSITION DESCRIPTION

Position Title	Team Leader, AskACU Centre		
Organisational Unit	Student Administration		
Functional Unit	AskACU		
Nominated Supervisor	National Manager, AskACU Service Operations		
Higher Education Worker (HEW) Level	HEW 6	Campus/Location	Multiple
CDF Achievement Level	Management (Line)	Work Area Position Code	TBA
Employment Type	Full-time, Continuing	Date reviewed	March 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 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 Portfolio is comprised of the directorates of Finance, General Counsel, Governance, Human Resources, Information Technology, Marketing & External Relations, Planning & Strategic Management, Properties & Facilities, Student Administration and the Office of the Chief Operating Officer.

ABOUT THE STUDENT ADMINISTRATION DIRECTORATE

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

1. Student Administrative Services - responsible for TAC Admissions; Direct Admissions Services; Course Information Management; Timetabling & Room Bookings; and Examinations & Results.
2. User Experience - responsible for change management and user experience; Graduations & Protocols; Enrolments & Scholarships; and Fees.
3. Student Systems - responsible for Student Systems Operations; Student Systems Development; and the Student Systems Futures Project.
4. The Office of the Academic Registrar and Director, Student Administration is- responsible for Student Policy and Appeals; and AskACU Service Operations (incorporating the AskACU Contact Centre and AskACU Campus Centres).

The Student Administration Directorate supports the University's academic decision-making processes through academic policy formulation, providing operational support for student and academic-related administrative matters, and delivering process improvement initiatives to improve the student and faculty user experience

POSITION PURPOSE

The AskACU Team Leader is responsible for managing the provision of excellent client services through face-to-face delivery and referral to the expert teams within the Contact Centre, and/or self-serve options as required. This position ensures students and staff receive a positive customer service experience on campus by resolving issues, providing relevant services and supporting high level enquiry management. The Team Leader is responsible for day-to-day supervision, including training, monitoring, guidance and mentoring of AskACU Service Assistants. The position also shares responsibility to support the recruitment and training of a casual staffing pool that is able to support the functioning of the local AskACU Campus.

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 (Capability Development Framework)	Scope of contribution to the University			
		Within the work unit or team ✓	School or Campuses ✓	Faculty or Directorate ✓	Across the University ✓
Works in consultation with the National Manager, AskACU Service Operations to manage, coordinate and conduct all functions relevant to AskACU Centre responsibilities to ensure a consistent and appropriate level of service delivery. Including: <ul style="list-style-type: none"> • Liaison and collaboration with other Team Leaders • Contribution to national Knowledge bases • Demand-driven rostering • Continuous improvement of procedures, processes and service delivery. 	<ul style="list-style-type: none"> • Apply Commercial Acumen • Collaborate Effectively • Deliver Stakeholder Centric Service 	✓			
Oversees provision of 'tier-one' service delivery to students and staff relevant to Student Administration and general Faculty/School and University matters to ensure clients and stakeholders are supported and provided with accurate advice and information relevant to all their transactions with the University.	<ul style="list-style-type: none"> • Collaborate Effectively • Make Informed Decisions • Responsible and Accountable for Achieving Excellence 				✓
Under guidance from the National Manager, the Team Leader supports group recruitment activities to employ a pool of staff (mainly from the Student Jobs on Campus Program) on a casual, part-time basis, known as AskACU Service Assistants.	<ul style="list-style-type: none"> • Responsible and Accountable for Achieving Excellence • Know ACU Work Processes and Systems • Communicate with impact 	✓			

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		Within the work unit or team ✓	School or Campuses ✓	Faculty or Directorate ✓	Across the University ✓
Manages the day-to-day activities of AskACU Service Assistants, including supervision, monitoring, guidance, performance management and professional development to ensure provision of consistent, high-level service delivery.	<ul style="list-style-type: none"> Responsible and Accountable for Achieving Excellence Deliver Stakeholder Centric Service Coach and Develop 	✓			
Works closely with the National Manager, AskACU Service Operations to develop, monitor and amend rosters to ensure appropriate staff coverage at all times of the year.	<ul style="list-style-type: none"> Know ACU Work Processes and Systems Adapt to and Lead Change Responsible and Accountable for Achieving Excellence 	✓			
Interprets and applies an extensive knowledge and understanding of a broad range of University/external agencies (eg TACs)/Government procedures, policies, rules, regulations, legislation and entitlements to resolve more complex problems that cannot be resolved by AskACU Service Assistants.	<ul style="list-style-type: none"> Apply Commercial Acumen Communicate with impact Make Informed Decisions 				✓
Liaises with Student Administration, Faculties, Schools and other organisational units within the University to gather data and contribute to the establishment and ongoing development of complex knowledge bases that inform the work of the AskACU service model.	<ul style="list-style-type: none"> Know ACU Work Processes and Systems Adapt to and Lead Change Make Informed Decisions 			✓	
Works within the Contact Centre (remotely) to support enquiry management demand, as required.	<ul style="list-style-type: none"> Apply Commercial Acumen Responsible and Accountable for Achieving Excellence Deliver Stakeholder Centric Service 	✓			
Supports or represent Student Administration at relevant committees/working parties (particularly on smaller campuses).	<ul style="list-style-type: none"> Apply Commercial Acumen Responsible and Accountable for Achieving Excellence Communicate with Impact 		✓		

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Ensures consistency and quality service by casual or part-time staff who may change regularly.
- Develops, implements, monitors and manages group recruitment processes that ensure equity and selection of quality applicants in line with ACU policies and processes.
- Develops and implements effective training systems, tools and processes to quickly and successfully train and empower new staff.

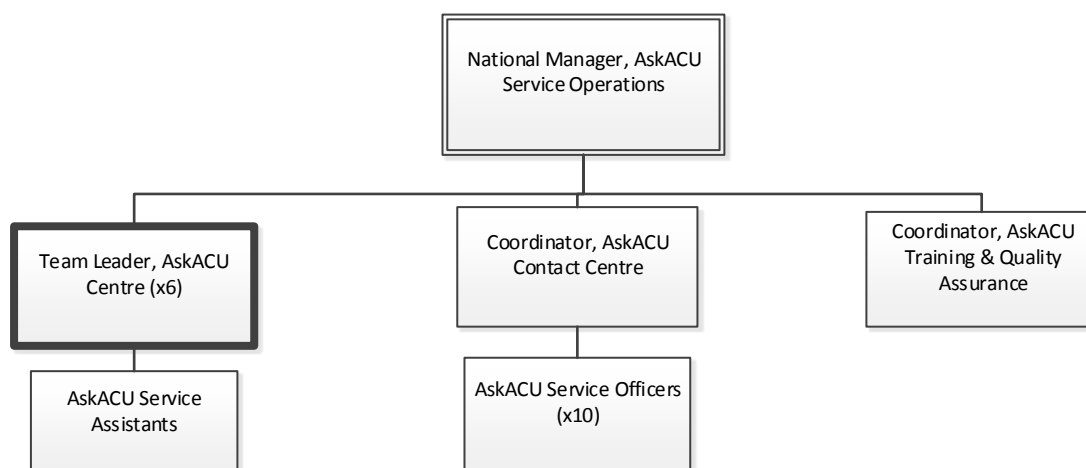
Decision Making / Authority to Act

- The position holder has autonomy in the day-to-day management of support and services, with reference to knowledge tools and documented service standards.
- The position holder has responsibility for day-to-day supervision, monitoring and activities of the AskACU Service Assistants and will refer to the Coordinator to seek guidance relevant to more challenging or difficult staffing issues.
- The position holder supports staff by taking responsibility for more complex enquiries and ensuring resolution by utilising multiple information channels.

Communication / Working Relationships

- The position holder communicates with a wide range of clients and stakeholders on a very broad range of topics to provide information and advice, persuade, recommend and manage
- The position holder communicates internally with staff from Faculties, Schools and various organisational units to gather information and refine knowledge sources to ensure excellence in service delivery
- The position holder communicates and collaborates with peers and the AskACU Management team (National Manager and Coordinators) to seek and receive guidance and instructions and to foster a consultative and proactive work culture

Reporting Relationships



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

SELECTION CRITERIA

Qualifications, skills, knowledge and experience

1.	Completion of a Tertiary qualification and/or substantial relevant professional experience.
2.	Demonstrated excellent client service skills and the ability to promote a strong service culture within a team, including diplomacy and sound judgment to deal with matters in a confidential and sensitive manner
3.	Proven interpersonal and verbal communication skills, in particular an ability to demonstrate active listening skills and to display appropriate levels of empathy
4.	Strong planning, organisational, and time management skills
5.	Extensive practical experience with the use of information technology, in particular word processing, student databases, Enquiry Management Systems (EMS), and/or a proven ability to quickly acquire these skills
6.	Highly developed analytical and problem solving skills with the ability to work innovatively and appropriately manage difficult issues/situations to resolution
7.	Highly developed written and verbal communication skills

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

8.	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.
9.	Demonstrated commitment to delivering stakeholder centric services and keeping stakeholder interests at the core of business decisions to maintain service excellence. See the ACU Service Principles .

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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