

POSITION DESCRIPTION

Position Title	National Course Administration Team Leader		
Organisational Unit	Faculty of Education and Arts		
Functional Unit	National School of Education		
Nominated Supervisor	National Head of Education		
Higher Education Worker (HEW) Level	HEW 7	Campus/Location	Melbourne/ Sydney/ Brisbane
CDF Achievement Level	2 Management (Line)	Work Area Position Code	#HR to assign
Employment Type	Full time, Continuing	Date reviewed	January 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
- Chief Operating Officer & Deputy Vice-Chancellor
- Deputy Vice-Chancellor, Research
- Deputy Vice-Chancellor, Education
- 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 FACULTY OF EDUCATION AND ARTS

The Faculty of Education and Arts hosts the National School of Education, the National School of Arts, and two vibrant, multidisciplinary research institutes: the Institute for Learning Sciences and Teacher Education and, the Institute for Religion, Politics and Society. The Faculty is recognised nationally and internationally as a leader in teacher education, and for its rapidly rising profile in the humanities and social sciences, especially in the disciplines of history, politics and sociology. Operating across seven campuses including Adelaide, Ballarat, Brisbane, Canberra, Melbourne, North Sydney, Strathfield and our Rome campus in Italy, the Faculty is home to a lively, multicultural community of more than 12,000 students and offers an engaging program of teaching and research for students and staff. Through its research collaborations, student exchange programs and community engagement initiatives, the Faculty also has strong connections with international universities and an array of government, not-for-profit and private organisations.

ACU has established these new positions in the Faculty of Education and Arts to build on existing strengths and position the Faculty at the forefront of innovation and excellence in teaching, research and engagement into the future.

ABOUT THE NATIONAL SCHOOL OF EDUCATION

The National School of Education is the largest provider of initial teacher education in Australia with a strong reputation for its high quality, work-ready graduates. Adding to its traditional strengths in early childhood, primary and secondary initial teacher education, the National School of Education's disciplines reflect key strengths in the areas of early childhood, mathematics and literacy education, the arts, science and technology, educational studies, teacher professional practice, assessment, educational leadership, religious education, Indigenous education, and wellbeing and inclusive education. These disciplines are evidenced both in the undergraduate programs and through its extensive postgraduate coursework programs with strong enrolments. The School also has a large number of students undertaking higher degree study through its Master of Education (Research), PhD and EdD programs.

POSITION PURPOSE

The Course Administration team in the National School of Education is responsible for the following areas of work:

- Student matters such as Student Waivers, Academic Honesty, Student Appeals and supplementary assessments
- Accreditation and course/unit moderation process
- Credit/RPL application process
- Postgraduate cohort arrangements including supporting renewal of MoUs and Fee sponsorship agreements
- Supporting alternative pathway programs/cohorts in liaison with Student Services
- Supporting the Admissions process for ITE programs in liaison with Faculty Office and Admissions Directorate
- Supporting the LANTITE process

The National Team Leader for Course Administration is responsible in liaison with the National Manager for providing leadership and direction for the course administration team nationally. This role will work closely with a range of internal and external stakeholders including the Team Leader Student Services, Faculty Office, State and Deputy Heads on campus, Student Administration directorate and OPSM to support the National School providing a quality student experience throughout their journey at ACU.

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>Providing leadership and direction for the provision of high quality and consistent course administration nationally across the Faculty, including:</p> <ul style="list-style-type: none"> • Setting up national processes to support course administration. This involves working with the School Executive, student services team, and Faculty Office, to develop necessary streamlined processes. • Use of SharePoint workflows to enable effective and efficient processes to provide student centric services. 	<ul style="list-style-type: none"> • Adapt to And Lead Change • Collaborate Effectively • Be Responsible and Accountable for Achieving Excellence 		✓		
<p>Ensure the provision of high quality, consistent and timely service to ensure student matters such as academic honesty and student appeals are progressed within the University stipulated timelines.</p>	<ul style="list-style-type: none"> • Deliver Stakeholder Centric Service • Be Responsible and Accountable for Achieving Excellence • Know ACU Work Processes and Systems 		✓		
<p>Provide leadership and direction for the management of postgraduate cohorts and implementation of partnership agreements.</p>	<ul style="list-style-type: none"> • Deliver Stakeholder Centric Service • Be Responsible and Accountable for Achieving Excellence • Communicate with Impact 		✓		

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
Work with the Faculty Office and the National School Executive on ensuring efficient processes and procedures are in place to support course governance and accreditation.	<ul style="list-style-type: none"> • Be Responsible and Accountable for Achieving Excellence • Know ACU Work Processes and Systems • Collaborate Effectively 		✓		
Provide direction for the Admission and LANTITE process into ITE courses as well as alternate entry programs for NSE, including running of reports and coordination of ITE assessment process.	<ul style="list-style-type: none"> • Know ACU Work Processes and Systems • Be Responsible and Accountable for Achieving Excellence • Collaborate Effectively 		✓		
Produce and analyse data drawn from various sources to produce a range of reports on student experience and recommend evidence-based strategies to the National Manager and or School Executive.	<ul style="list-style-type: none"> • Be Responsible and Accountable for Achieving Excellence • Know ACU Work Processes and Systems • Communicate with Impact 		✓		
Manage a diverse team of staff across various jurisdictions to achieve a high performing team with the capability to deliver consistent and excellent service for the National School.	<ul style="list-style-type: none"> • Communicate with Impact • Coach and Develop 		✓		
Undertakes special projects, where required, under short timeframes as directed by the National School Manager and or National Head.	<ul style="list-style-type: none"> • Be Responsible and Accountable for Achieving Excellence • Communicate with Impact 			✓	

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Providing effective management and leadership across geographically dispersed locations and state/territory variances in regulatory requirements.
- Ensuring the correct service points for staff and students and educating the University community on services and service points.
- Assessing existing business processes to identify improvements, whilst maintaining core service delivery.

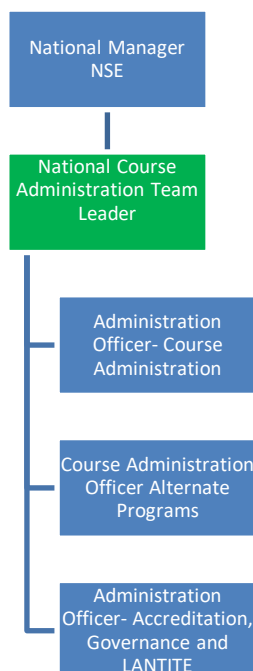
Decision Making / Authority to Act

- The position holder sets priorities, establishes plans, devises strategies, supervises staff, allocates work, and monitors and reports on the work area, in line with delegated authority and in consultation with the National Manager, School of Education.
- The position holder provides high level advice on matters relating to course administration to senior staff within the Faculty of Education and Arts.
- The position holder is expected to maintain effective administrative staffing levels, addressing administrative staffing requirements and issues as necessary.

Communication / Working Relationships

- The position holder collaborates with the National Head, State/Deputy Heads, Heads of Disciplines over the provision of professional placements services across the School.
- The position holder manages relationships with existing professional placement clients/providers and develops relationships with new/potential professional placement clients/providers.
- The position holder provides direction and leadership to professional placement staff within the Unit.

Reporting Relationships



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

SELECTION CRITERIA

Qualifications, skills, knowledge and experience

1.	Relevant tertiary qualification and/or an appropriate combination of professional training and relevant work experience, such as within a tertiary education or placement service environment.
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Core Competencies (as per the [Capability Development Framework](#))

2.	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.
3.	Understanding of ACU's business environment and how the role contributes to core business, and ability to seize opportunities to achieve organisational objectives.
4.	Demonstrated ability to deliver a stakeholder centric service and take personal accountability to achieve high quality outcomes to provide service excellence. See the Service Delivery Model .
5.	Demonstrated ability to communicate effectively with staff at all levels, including stakeholders external to the organisation.
6.	Demonstrated ability to manage and organise processes and systems to enable maximise work efficiencies and work effectiveness.
7.	A commitment to continuous improvement including the ability to make informed decisions, seek feedback and conduct reviews to achieve high quality outcomes that align with best practice.

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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