

POSITION DESCRIPTION

Position Title	Program Administrator		
Organisational Unit	Student Engagement and Services		
Functional Unit	Sport, Health & Wellbeing & Living and Learning Communities		
Nominated Supervisor	Sports Program Coordinator (QLD/ACT) & Manager, Living and Learning Communities		
Higher Education Worker (HEW) Level	HEW 4	Campus/Location	Canberra
CDF Achievement Level	1 All Staff	Position Number	10609581
Employment Type	Casual	Date reviewed	November 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 to 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 and Deputy Vice-Chancellor (Academic)
- Chief Operating Officer & Deputy Vice-Chancellor (Administration)
- Deputy Vice-Chancellor (Research)
- Deputy Vice-Chancellor (Education and Innovation)
- Deputy Vice-Chancellor (Coordination)
- Vice 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.

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.

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 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 priorities of Corporate Services are to:

- Lead with **respect, integrity and courage**
- Strive for **excellence** through a culture of continuous improvement
- Deliver **quality services** to students, staff and stakeholders
- Work **collaboratively** to achieve the best outcomes for ACU
- Act responsibly and sustainably in the stewardship of **resources**.

The Corporate Services Portfolio is comprised of the directorates of Finance, General Counsel, Governance, Human Resources, Information Technology, Marketing & External Relations, Planning & Strategic Management, Properties & Facilities, Student Engagement & Services, and Student Administration.

ABOUT STUDENT ENGAGEMENT AND SERVICES

Since March 2012, Student Engagement and Services (SES) has developed a range of programs broadening the opportunities for students in the co-curricular space at ACU. The ACU Strategic Plan, Students Learning and Teaching Portfolio Operational Plan and the Learning for Life Strategy have shaped the need for the development of such programs and services.

The Student Engagement and Services Directorate facilitates programs and services through a national approach delivered by campus based staff, these programs include:

- Health, Sport & Wellbeing including:
 - Sport Clubs
 - Australian University Sport endorsed programs
 - Elite Athlete and Performer Program
 - Gyms, Fitness Classes and Facilities
 - Social Sport and Community Events
- National Student programs including Legal Services
- ACUextra - a virtual (non-campus dependent) student discount program
- Student Accommodation under the Living & Learning Communities
- ACU Medical Centres

The above listed programs are funded by user pays fees, operating funds and Student Services and Amenities Fees (SSAF).

POSITION PURPOSE

This role will have dual reporting lines between ACU Sport and Living and Learning Communities (student accommodation units). For ACU Sport, the Program Administrator is responsible for coordinating the delivery of sport, health and wellbeing programs on campus. The position holder will be integral in raising awareness and the profile of sporting clubs on the campus in addition to driving engagement and participation in UniSport, sport clubs, Intervarsity competition and fitness classes. Growth and development of these programs will support establishment of a vibrant University community which promotes staff and student health and wellbeing through sport and exercise.

The role will also provide support to the Sports Programs Coordinator (QLD/ACT) on the Canberra Campus.

To support the student residences, the position holder will engage the residents within the ACU student accommodation properties in Residential Life Program events and activities across; health, sport & wellbeing, academic, social, spiritual and cultural/community in liaison with other ACU departments and the Residential Advisor. The Program Administrator will liaise with residents to ensure the smooth management of our properties such as; engaging with tradespeople when repairs are required, checking the cleanliness of properties and working with residents to create a supportive living and learning community.

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 ✓
Engage with students to facilitate involvement and participation in Sport, Health and Wellbeing & Residential Life Program events, activities and programs through marketing, promotion and recruitment activities.	<ul style="list-style-type: none"> • Communicate With Impact 		✓		
Contribute to the achievement of Sport, Health and Wellbeing and Living and Learning Community strategic goals, targets and milestones.	<ul style="list-style-type: none"> • Apply Commercial Acumen • Collaborate Effectively 		✓		

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		Within the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
<p>Develop ACT Sport Clubs and support club leaders through administration assistance including ongoing management and engagement across the campus community.</p> <p>This will involve supporting clubs with:</p> <ul style="list-style-type: none"> meeting governance requirements under the ACU Sport Club rules player registration and payments managing financial resources competition and event logistics determining player eligibility & team selection competition management coordination of insurance communications 	<ul style="list-style-type: none"> Deliver Stakeholder Centric Service Collaborate Effectively Know ACU Work Processes and Systems 		✓		
<p>Support Sport Clubs by assisting with training requirements, attending Club meetings and competitions as required.</p>	<ul style="list-style-type: none"> Coach and Develop Collaborate Effectively 		✓		
<p>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 Manager for resolution.</p>	<ul style="list-style-type: none"> Deliver Stakeholder Centric Service Collaborate effectively 				
<p>Undertake planning, administration, marketing and delivery of the Residential Life program.</p>	<ul style="list-style-type: none"> Communicate with Impact Deliver Stakeholder Centric Service 				
<p>Oversee and support the Residential Advisor/s for best outcomes for satisfaction and wellbeing of the residents in the Living and Learning Community.</p>	<ul style="list-style-type: none"> Coach and Develop Collaborate Effectively 				

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		Within the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
Establish key participation targets and milestones, record and track participation data and capture student feedback to evaluate the effectiveness of program and event offerings. Analyse information to ensure continuous improvement in existing programs and for new program development.	<ul style="list-style-type: none"> • Make Informed Decisions • Be Responsible and Accountable for Achieving Excellence • Coach and Develop 		✓		
Update and maintain member databases using the University systems.	<ul style="list-style-type: none"> • Know ACU Work Processes and Systems • Deliver Stakeholder Centric Service 				✓
Coordinate expenditure of approved budget funds to ensure events, programs and activities operate within budget parameters.	<ul style="list-style-type: none"> • Make Informed Decisions • Be Responsible and Accountable for Achieving Excellence 		✓		
Coordinate sports participation opportunities such as intervarsity events and informal play opportunities.	<ul style="list-style-type: none"> • Deliver Stakeholder Centric Service • Collaborate Effectively 		✓		
Support the delivery of fitness classes on campus through promotional initiatives and liaison with instructors and participants.	<ul style="list-style-type: none"> • Collaborate Effectively • Communicate with Purpose 		✓		
Perform other tasks as assigned by the Sports Program Coordinator (QLD/ACT) or Manager, Living and Learning Communities to assist the Student Engagement and Services Directorate to achieve identified goals.	<ul style="list-style-type: none"> • Collaborate Effectively • Be Responsible and Accountable for Achieving Excellence 				✓

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Maintain high quality schedule of programs, events and services concurrently whilst providing a high standard of customer service within work deadlines and budget parameters.
- Maintain a thorough understanding of the student demographic including trends within health, sport and wellbeing and the university sector to inform the planning of programs, events and activities.
- Implementing effective processes for new and emerging programs, events and services within University policy and practice.

Decision Making / Authority to Act

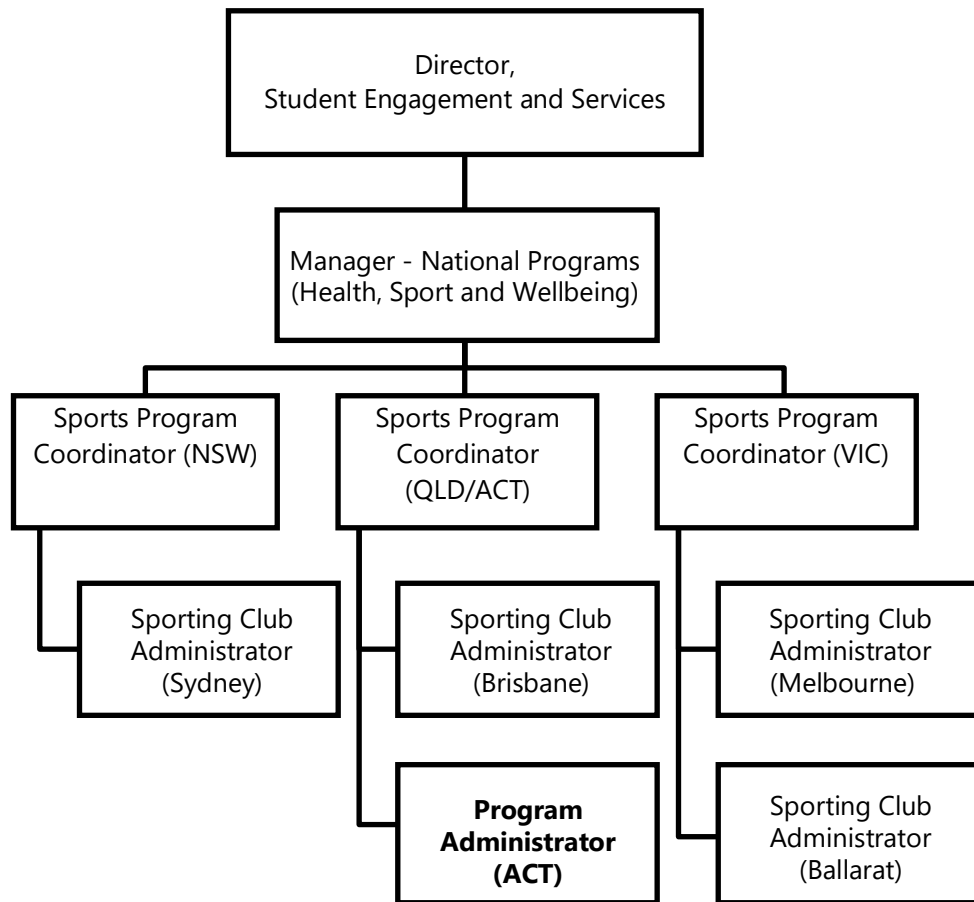
- The position holder responds to routine enquiries, referring more complex matters to the nominated supervisor. Procedure manuals and guidelines assist the position holder with routine enquiries.
- The position holder has substantial autonomy in the day-to-day administration and services they are involved in and gives recommendations to the manager regarding proposed changes to programs.

Communication / Working Relationships

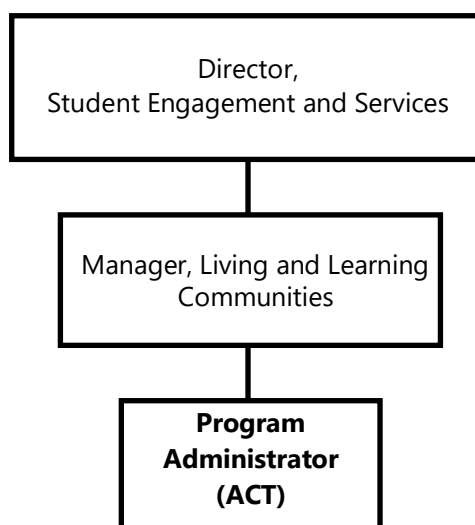
- The position holder will be required to communicate and collaborate with ACU staff and external stakeholders to develop sport programs on the Signadou campus.
- The position holder will provide information and support to ACU Sport Clubs and their leaders to ensure compliance with University policies and requirements.
- The position holder liaises with fitness instructors, coaches and other University networks in Canberra. The position holder also communicates with students to increase awareness and involvement in sporting clubs and programs.

Reporting Relationships

ACU Sport



Living and Learning Communities



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 in Community Development, Physical Education Teaching, Sport and Recreation Management; or a combination of relevant experience and/or education and training with a proven ability to coordinate health, sport and wellbeing related activities, programs and events attracting high levels of engagement.
2.	Current First Aid and CPR certificates
3.	A thorough understanding of the student demographic including trends within sport, health and wellbeing and the university sector.
4.	A proven ability to establish innovative and creative ideas to increase engagement and involvement
5.	The ability to support the administrative tasks associated with financial transactions, reports and allocated budgets.
Core Competencies (as per the Capability Development Framework)	
6.	Live ACU's Mission, Vision and Values: 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.
7.	Deliver Stakeholder Centric Service: Keep stakeholder interests at the core of ACU business decisions and ACU service excellence as a top priority. See the ACU Service Principles .
8.	Collaborate Effectively: Work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence.
9.	Communicate with Impact: Communicate with purpose. Gain the support of others for actions that benefit ACU. Negotiate for mutually beneficial outcomes that are aligned with the Mission, Vision and Values of the University.
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.
11.	Evidence of ability to work with children and vulnerable people and contribute to and protect their safety and wellbeing. The successful applicant will be required to be registered to work with vulnerable people in the Australian Capital Territory or to hold a valid working with children clearance for the State or Territory in which the position is located.