

POSITION DESCRIPTION

Position Title	Administrative Support Officer Course Information Management		
Organisational Unit	Student Administration		
Functional Unit	Administrative Services		
Nominated Supervisor	Coordinator Course Information Management		
Higher Education Worker (HEW) Level	HEW 5	Campus/Location	Brisbane
CDF Achievement Level	All Staff	Work Area Position Code	TBA
Employment Type	Full-time Continuing	Date reviewed	February 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. Administrative Services - responsible for TAC Admissions Services; 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 Administrative Support Officer CIM provides administrative support to the Coordinator Course Information Management to provide high level service to internal and external client groups, and the timely, efficient and effective operation of the functions of the Section for the University nationally.

The position holder provides high level customer service to internal stakeholders in relation to data and software tasks within academic and non-academic systems owned by Student Administration. They provide communications, guidance and support to key stakeholders within ACU – including, but not limited to Faculty officers, MER and other sections within Student Administration.

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			
		With in the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
Utilise documented policies, procedures, timelines and systems in accordance with correct business practices.	<ul style="list-style-type: none"> Know ACU work processes and systems Make informed decisions Be responsible and accountable for achieving excellence 	✓			
Maintain accurate metadata for ACU web pages using HTML and appropriate quality assurance checks to ensure the accuracy, integrity and the timely production of documents such as the University Handbook and Course Browser in electronic format.	<ul style="list-style-type: none"> Know ACU work processes and systems Make informed decisions Be responsible and accountable for achieving excellence 	✓			
Collaborate to provide high level administrative support in all CIM functions encompassing nomenclature, AHEGS and Course Progression among others.	<ul style="list-style-type: none"> Deliver Stakeholder-centric service Be responsible and accountable for achieving excellence 			✓	
Assist the Administrative Officers in delivery of credit transfer, Executive Education administrative requirements, and partnership and conversion tasks.	<ul style="list-style-type: none"> Deliver Stakeholder-centric service Be responsible and accountable for achieving excellence 	✓			
Contribute to data collection and quality assurance, utilising high level knowledge and skills to provide instruction, advice and guidance to stakeholders.	<ul style="list-style-type: none"> Collaborate effectively Be responsible and accountable for achieving excellence Communicate with impact 	✓			
Undertake relevant procedures and quality assurance processes to ensure the accuracy and integrity of information within key software functions including Course Progression, ACIR database, AHEGS database and the Student Administration sections of the student portal and ACU website (staff and public).	<ul style="list-style-type: none"> Collaborate effectively Be responsible and accountable for achieving excellence Communicate with impact 	✓			
Respond to enquiries, proactively and communicate with external stakeholders, University staff and students to provide advice and assistance, and effectively resolve issues on CIM policies and procedures.	<ul style="list-style-type: none"> Communicate with impact Deliver Stakeholder-centric service Know ACU work processes and systems 				✓
Train and assist other system users (e.g. Faculty staff, School staff) in the use of relevant systems and software.	<ul style="list-style-type: none"> Communicate with impact Deliver Stakeholder-centric service Know ACU work processes and systems 				✓

Key responsibilities specific to this position	Relevant Core Competences (Capability Development Framework)	Scope of contribution to the University			
		With in the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
Contribute to ongoing review and development of effective processes, procedures, policies, and timelines for all section functions.	<ul style="list-style-type: none"> • Be responsible and accountable for achieving excellence • Know ACU work processes and systems 	✓			
Maintain currency with and utilise best-practice and latest-release software systems to complete CIM functions, collate feedback and statistical data as required, to contribute to the development of end-of-cycle reports	<ul style="list-style-type: none"> • Know ACU work processes and systems • Be responsible and accountable for achieving excellence 	✓			
Contribute to quality assurance processes and the development and maintenance of accurate and up-to-date documentation of all policies, timelines and procedures for the Section.	<ul style="list-style-type: none"> • Know ACU work processes and systems • Collaborate effectively • Deliver Stakeholder-centric service 	✓			
Work cooperatively and collaboratively with other areas of Student Administration and with all other stakeholder groups to provide efficient web tailoring and course information management services.	<ul style="list-style-type: none"> • Know ACU work processes and systems • Collaborate effectively • Deliver Stakeholder-centric service 			✓	

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Meeting conflicting or multiple administrative needs for stakeholders under tight deadlines.
- Maintain current knowledge across multiple systems and University policy and procedure in response to changing/new legislation/industry requirements especially in relation to course offerings and government reporting.
- Liaise appropriately with a range of changing internal and external stakeholders, including Faculty staff, Marketing & External Relations staff and colleagues in Student Administration.

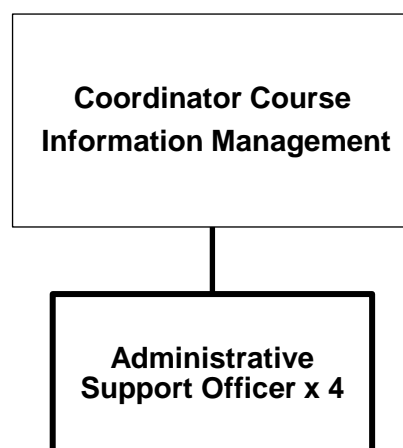
Decision Making / Authority to Act

- The position holder responds to routine enquiries, referring more complex matters to the Coordinator. Procedure manuals and guidelines assist the position holder with routine enquiries regarding performing CIM functions to maintain accurate data across all ACU courses.
- The position holder has autonomy to liaise with key stakeholders to resolve simple or routine issues and issues of procedure.

Communication / Working Relationships

- The position holder communicates internally with staff and stakeholders and is responsible for communicating policies, procedure, initiatives and direction consistent with guidelines and relevant legislation.
- The position holder also manages phone and email enquiries regarding CIM data and services.
- Respond to enquiries, proactively and communicate with University stakeholders to provide advice and assistance, and effectively resolve issues on CIM activities and procedures

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 an undergraduate degree, or equivalent combination of education / training with relevant work experience.
2.	Strong analytical and problem resolution skills, with the ability to work across multiple functions to achieve effective outcomes in a timely manner and achieve targets.
3.	Well-developed IT skills, including Microsoft office suite, corporate and software systems and web management.

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

4.	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.
5.	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 .
6.	Demonstrated ability to work collaboratively with stakeholders internal and external to the organisation to capitalise on all available expertise in pursuit of excellence.
7.	Demonstrated ability to communicate with impact and purpose to gain the support of a wide range of stakeholders, both internal and external to create positive impact and successful outcomes.
8.	An ability to take personal accountability for achieving the high quality outcomes through an understanding of organisational context, self-reflection, and aspiring to and striving excellence.
9.	Demonstrated ability to effectively plan work activity, prioritise time and resources using established processes and technologies to achieve optimum efficiency and effectiveness.

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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