

POSITION DESCRIPTION

| | | | |
|--|---|--------------------------------|---------------|
| Position Title | Administrative Officer / Course Administrator | | |
| Organisational Unit | Faculty of Health Sciences | | |
| Functional Unit | School of Nursing, Midwifery and Paramedicine (Vic) | | |
| Nominated Supervisor | School Team Leader | | |
| Higher Education Worker (HEW) Level | HEW5 | Campus/Location | Ballarat |
| CDF Achievement Level | 1 All Staff | Work Area Position Code | 11085 |
| Employment Type | Part-time Continuing | Date reviewed | November 2019 |

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.

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 offers courses in biomedical science, clinical education, clinical exercise physiology, exercise and cancer, exercise science, health administration, healthcare simulation education, high performance sport, mental health, midwifery, nursing, nutrition science, occupational therapy, paramedicine, physiotherapy, psychology, public health, rehabilitation, social work and speech pathology.

Our vision is to provide caring and prepared graduates who promote health and prevent illness for Australia's health and sports industries, and provide quality healthcare for vulnerable communities such as the Indigenous, elderly and disabled.

The Schools are:

School of Nursing, Midwifery and Paramedicine (National)

School of Allied Health (National)

School of Behavioural and Health Sciences (National)

The Faculty's courses are developed within the Catholic intellectual tradition with the goal of preparing graduates in health with an emphasis on social justice and equity, and sustainability.

Further information about the Faculty can be found at:

http://www.acu.edu.au/about_acu/faculties_institutes_and_centres

ABOUT THE SCHOOL OF NURSING, MIDWIFERY AND PARAMEDICINE (VIC)

ACU is a recognised nationwide leader in health sciences education and prides itself on the quality of its programs and its graduates. The School of Nursing, Midwifery and Paramedicine (Vic) 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 experience evaluation over several years.

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 (Vic), 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 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 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. | <ul style="list-style-type: none"> • 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 for Course Coordinators at all times. | <ul style="list-style-type: none"> • Know ACU Work Processes and Systems • Be Responsible and Accountable for Achieving Excellence | ✓ | ✓ | ✓ | ✓ |
| Within a frame of recognition of the different structures and the needs of the Schools across the University the Timetabling Liaison Officer ensures the respective responsibilities relating to timetabling are carried out effectively and efficiently where applicable and assist with the allocation of students to tutorial groups. | <ul style="list-style-type: none"> • Know ACU Work Processes and Systems • Collaborate effectively | ✓ | ✓ | | ✓ |
| Ensure enrolment patterns are congruent with program structures and DEST regulations. | <ul style="list-style-type: none"> • Know ACU Work Processes and Systems • Collaborate effectively | ✓ | ✓ | | |
| Facilitate overseas registration requests as directed by Course Coordinators | <ul style="list-style-type: none"> • Know ACU Work Processes and Systems • Collaborate effectively | ✓ | ✓ | | |

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|--|--|---|-----------------------|-----------------------------|----------------------------|
| | | Within the work unit or team ✓ | School or Campus ✓ | Faculty or Directorate ✓ | Across the University ✓ |
| Under supervision coordinate results processing within the School and report on student progress / lack of progress for Academic Counselling in relation to Academic Regulations. | <ul style="list-style-type: none"> 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. | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> Be Responsible and Accountable for Achieving Excellence Collaborate effectively | ✓ | ✓ | | ✓ |

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Work within established deadlines and manage workload accordingly
- Proactively improve efficiency as needed and ensure accuracy of information disseminated to students and staff

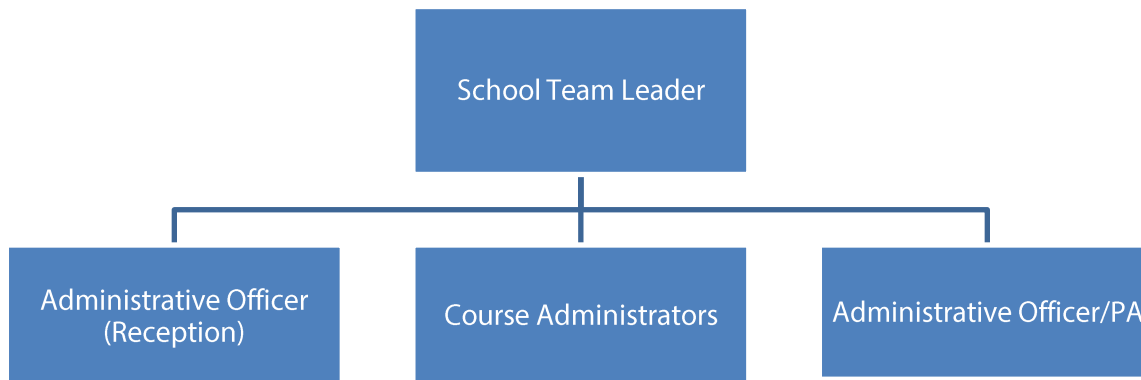
Decision Making / Authority to Act

- 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](#).

SELECTION CRITERIA

| Qualifications and Capability | | Selection Criteria |
|--|--|--------------------|
| Qualifications, skills, knowledge and experience | | |
| 1. | Completion of an associate diploma with relevant experience, and/or an equivalent combination of relevant experience and education/training. | Yes |
| 2. | Demonstrated administrative experience or ability to quickly acquire knowledge of administrative processes associated with a tertiary institution. | Yes |
| 3. | Demonstrated initiative including the ability to work independently as well as within a team. | Yes |
| 4. | Demonstrated proficiency in the use of Microsoft Office Suite of Programs, email packages, and other database packages (Access). | Yes |
| 5. | Ability to provide advice and interpretation of University policy and procedures in relation to student administration. | |
| Core Competencies (as per the Capability Development Framework) | | |
| 6. | Demonstrate confidence and courage to achieve ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values. | Yes |
| 7. | An ability to take personal accountability for achieving high quality outcomes, keeping stakeholder interests at the core of business decisions and service excellence as a top priority. See the ACU Service Principles . | Yes |
| 8. | Demonstrate capacity to work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence. | Yes |
| 9. | Demonstrated ability to plan work activity, prioritise time, tasks and resources using established processes and technologies to achieve optimum efficiency and effectiveness. | Yes |
| 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. | Yes |