

POSITION DESCRIPTION

Position Title	Administrative Officer (Elite Athlete and Performer Program)		
Organisational Unit	Student Engagement and Services		
Functional Unit	Sport, Health and Wellbeing		
Nominated Supervisor	Elite Athlete and Performer Program Coordinator		
Higher Education Worker (HEW) Level	HEW 5	Campus/Location	Brisbane
CDF Achievement Level	1 All Staff	Position Number	TBC
Employment Type	Part-time (0.6), Fixed Term	Date reviewed	October 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:

1. Provost and Deputy Vice-Chancellor (Academic)
2. Chief Operating Officer & Deputy Vice-Chancellor (Administration)
3. Deputy Vice-Chancellor (Research)
4. Deputy Vice-Chancellor (Education and Innovation)
5. Deputy Vice-Chancellor (Coordination)
6. 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.

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:

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

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

POSITION PURPOSE

The Administrative Officer (Elite Athlete and Performer Program) is responsible for a range of administrative tasks to support delivery of the EAPP nationally at ACU. This position will work closely with the EAPP Coordinator to establish systems and processes to support delivery of key support areas to student athletes and performers whilst also acting as a key contact point for current and prospective students.

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:

6. ACU Strategic Plan 2015-2020
7. Catholic Identity and Mission
8. ACU Capability Development Framework
9. Higher Education Standards Framework
10. ACU Service Delivery Model
11. 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
		✓	✓	✓	✓
<p>Assist the Elite Athlete and Performer Program (EAPP) Coordinator in the planning, delivery and development of the EAPP. These responsibilities include:</p> <ul style="list-style-type: none"> • Process improvements to assist program efficiencies including applications, scholarship submissions and assessment, results and competition or event tracking. • Communication with prospective and current students. • Ensuring that collateral and marketing tools are current and available at all ACU campus locations. • General administration, ongoing maintenance and operations. 	<ul style="list-style-type: none"> • Deliver Stakeholder Centric Service • Apply Commercial Acumen • Adapt to and Lead Change 				✓
<p>Seek and maintain accurate records and results of program members, in accordance with the Elite Athlete Education Network and key requirements of the Program.</p>	<ul style="list-style-type: none"> • Deliver Stakeholder Centric Service • Collaborate Effectively • 	✓			

<p>With guidance from the EAPP Coordinator support athletes and performers to balance academic and sporting or performance obligations. This includes support with:</p> <ul style="list-style-type: none"> • Academic needs such timetabling clashes, negotiation of flexible study arrangements and exam or assessment deferrals and opportunities for tutoring support. • Admissions requirements including enrolment processes, academic procedures, course guidance and financial assistance. 	<ul style="list-style-type: none"> • Deliver Stakeholder Centric Service • Collaborate Effectively • Make Informed Decisions 				✓
<p>Provide high levels of support and service ensuring the EAPP is relational and service driven, whilst maintaining high levels of sensitivity and confidentiality.</p>	<ul style="list-style-type: none"> • Be Responsible and Accountable for Achieving Excellence • Deliver Stakeholder Centric Service 	✓			
<p>Collaborate with the EAPP Coordinator to identify and utilise all opportunities to grow the EAPP including:</p> <ul style="list-style-type: none"> • Identification of tertiary markets and engagement opportunities through special events and recruitment initiatives. • Establishing relationships with schools nationally to showcase the EAPP and support the transition of student athletes/performers to ACU. • Undertaking school visits to speak with secondary school students and staff in large or small groups and on a one on one basis about EAPP program benefits and entry pathways. • Working closely with internal networks and student recruitment to increase awareness of and engagement with the EAPP. • Investigating partnership opportunities to assist in the establishment of professional development and support initiatives. 	<ul style="list-style-type: none"> • Collaborate Effectively • Communicate With Impact • Be Responsible and Accountable for Achieving Excellence 	✓			
<p>Track competition and performance schedules and seek content and images to promote achievements of ACU EAPP, and work with communication networks to promote these athletes/performers and the Program.</p>	<ul style="list-style-type: none"> • Be Responsible and Accountable for Achieving Excellence • Coach and Develop 				✓

Liaise with the EAPP Coordinator to provide connections and referrals to additional professional support including medical and mental health services as required.	<ul style="list-style-type: none"> • Deliver Stakeholder Centric Service • Live ACU's Mission, Vision and Values • Collaborate Effectively 				✓
With guidance from the EAPP Coordinator support athletes and performers in representing ACU in a variety of contexts including UniSport Australia representation, support of ACU Sport programs, ACU as a University, and special events as required.	<ul style="list-style-type: none"> • Collaborate Effectively • Deliver Stakeholder Centric Service 				✓
Perform other duties, commensurate with the level of this position, as requested by the EAPP Coordinator.	<ul style="list-style-type: none"> • Collaborate Effectively • Be Responsible and Accountable for Achieving Excellence 	✓			

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Provide detailed and accurate information to student athletes and performers regarding enrolment processes, academic procedures, course guidance and financial assistance.
- Work creatively and collaboratively to resolve timetabling clashes, allowing students within the Elite Athlete and Performer Program to meet academic and sporting or performance obligations. Engagement with Faculties or lecturers may be required to resolve issues.
- Maintain a high level understanding of the national sporting landscape and student athlete and performer requirements to provide support and advice on balancing study and sport/performance commitments.

Decision Making / Authority to Act

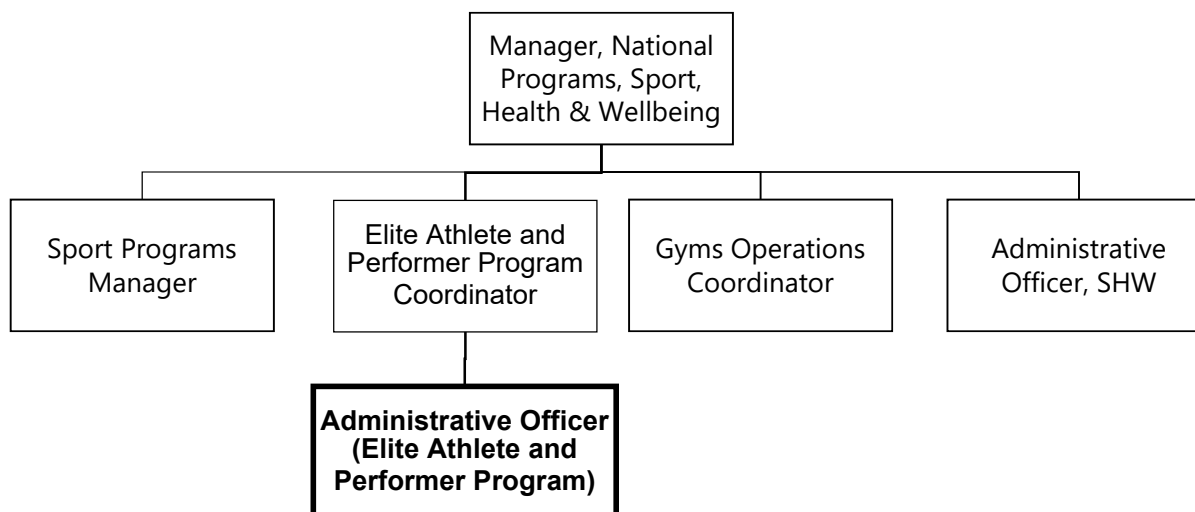
- The position holder responds to routine enquiries, referring more complex matters to the nominated supervisor.
- The position holder follows standard procedures and practices, procedure manuals and guidelines assist the position holder with routine enquiries.

Communication / Working Relationships

- The position holder communicates with ACU students recognised as Elite Athletes and Performers to provide support and information on enrolment processes, academic procedures, course guidance and financial assistance.
- The position holder uses excellent interpersonal skills to establish and build rapport with student athletes to encourage their engagement with the Elite Athlete and Performer Program.
- The position holder liaises with professional and academic staff across the university to provide student athletes with information on enrolment processes, academic procedures, course guidance and financial assistance.
- The position holder communicates with prospective students who are high level athletes and performers and are interested in studying at ACU.

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 Bachelor level qualification with relevant work-related experience; or an equivalent combination of relevant experience and education/training.
2.	Demonstrated knowledge of the elite sporting landscape and strong understanding of the challenges and demands experienced by elite athletes and performers. A thorough understanding of the University environment, student demographics, trends associated with sport, health and wellbeing and the tertiary sector is also valuable.
3.	Demonstrated ability to plan work activities, prioritise time and resources using established processes, procedures and technologies to achieve optimum efficiency and effectiveness.
4.	Well-developed interpersonal skills to communicate clearly, listen and respond appropriately to others.
5.	Current First Aid certifications (HLTAID001, 002 and 003).

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

6.	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.	Commitment to keeping stakeholder interests at the core of business decisions and service excellence as a top priority. See the ACU Service Delivery Model .
8.	Ability to work collaboratively internally and externally to capitalise on all available expertise in pursuit of excellence.
9.	Ability to take personal accountability for achieving the highest quality outcomes through understanding context, self-reflection, and aspiring to and striving for excellence.
10.	Demonstrated ability to make informed, evidence-based decisions by sourcing and interpreting University and business information.

Other attributes

11.	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.
12.	Evidence of ability to work with children, and contribute to and protect their safety and wellbeing. The successful applicant will be required to hold a valid working with children clearance for the State or Territory in which the position is located.