

POSITION DESCRIPTION

Position Title	Service Central Coordinator (Operations)		
Organisational Unit	Corporate Services		
Functional Unit	Service Central		
Nominated Supervisor	National Manager, Service Central		
Higher Education Worker (HEW) Level	HEW 7	Campus/Location	Melbourne (St Patrick's)
CDF Achievement Level	2 Management (Line)	Work Area Position Code	#HR to assign
Employment Type	Full-time, Continuing	Date reviewed	May 2018

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, 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 OFFICE OF THE DIRECTOR, CORPORATE SERVICES

The Office of the Director, Corporate Services provides oversight of the operations of the Corporate Services Portfolio, which is comprised of the directorates of Finance, General Counsel, Governance, Human Resources, Information Technology, Marketing & External Relations, Planning & Strategic Management, Properties & Facilities, and Student Administration. The Office of the Director Corporate Services is responsible for Portfolio planning, resources, communications and workforce matters, and university-wide projects and priorities including the ACU Service Excellence Framework. The Office of the Director, Corporate Services is also responsible for the Service Improvement Team and Service Central.

ABOUT SERVICE CENTRAL

Service Central provides all ACU staff members with a single, central location (single number and online portal) for the management of all Corporate Services enquiries and requests. Service Central staff are committed to providing exceptional customer service through various communication and service delivery channels across a very broad range of services provided by the Corporate Services Portfolio.

POSITION PURPOSE

Working closely with the National Manager and Service Central Coordinators, the incumbent is responsible for ensuring the successful operation and continuous improvement of the direct service function of Service Central.

This position will oversee the operational requirements of a high-volume service centred team, focused on responding to requests for information and/or services regarding Corporate Services including Human Resources, Information Technology, Properties & Facilities, Finance, Marketing & External Relations, Student Administration, Planning & Strategic Management, General Counsel, Governance, Social Infrastructure, Project Management and Service Improvement. The position will focus on the facilitation of quality service delivery, expert advice, customer satisfaction and leading a collaborative team environment.

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
Lead and manage the direct service function of Service Central to ensure efficient and effective operation and a consistent national approach to service standards and delivery.	<ul style="list-style-type: none"> Be Responsible and Accountable for Achieving Excellence Deliver Stakeholder Centric Service 	✓			
Manage Service Central Officers, including recruitment, training, performance management, leave management, and casual staff requirements during peak periods.	<ul style="list-style-type: none"> Make Informed Decisions Coach and Develop Adapt to and Lead Change 	✓			
Triage, monitor and manage electronic service requests, phone calls, email, and chat routing, queuing and monitoring strategies within Service Central using appropriate analysis and reporting to accurately target service, workflow and resource requirements that are aligned with agreed service performance requirements.	<ul style="list-style-type: none"> Responsible and Accountable for Achieving Excellence Know ACU Work Processes and Systems 			✓	
Provide advice to staff and resolve high level and complex issues and service requests to enable accurate and timely problem resolution.	<ul style="list-style-type: none"> Responsible and Accountable for Achieving Excellence Deliver Stakeholder Centric Service Make Informed Decisions 			✓	
Work closely with the National Manager and Service Central Coordinators in contributing to the maintenance and development of the telephony and IT service management system including, identifying gaps, enabling learning management capabilities and assisting with workflow development.	<ul style="list-style-type: none"> Know ACU Work Processes and Systems Collaborate Effectively Communicate with impact 			✓	
Work with National Manager and Service Central Coordinators to maintain knowledge management system that informs the work of the direct services within Service Central and the knowledge information that inform staff. This involves initiation and ongoing monitoring and maintenance of knowledge information.	<ul style="list-style-type: none"> Know ACU Work Processes and Systems Deliver Stakeholder Centric Service Collaborate Effectively 			✓	

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
Develop, implement and manage a range of feedback, quality control and checking mechanisms to ensure the highest level of customer service is provided by Service Central Officers that is aligned with agreed service performance requirements.	<ul style="list-style-type: none"> Know ACU Work Processes and Systems Adapt to and Lead Change Deliver Stakeholder Centric Service 	✓			
Identify and contribute to service improvement opportunities to ensure that services are constantly improving and are best practice.	<ul style="list-style-type: none"> Know ACU Work Processes and Systems Adapt to and Lead Change Deliver Stakeholder Centric Service 				✓
Perform the duties of the Service Central Officer role when required, including assisting with handling requests across all channels.	<ul style="list-style-type: none"> Know ACU Work Processes and Systems Deliver Stakeholder Centric Service 	✓			

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Facilitation of service delivery across multiple media channels to ensure all service requests are responded to efficiently and effectively within agreed service levels.
- Effective planning and roster development to ensure appropriate staff resourcing and customer service levels relevant to peak and non-peak periods.
- Liaise with, and manage expectations of, staff across the University relating to knowledge management and services provided by Service Central.

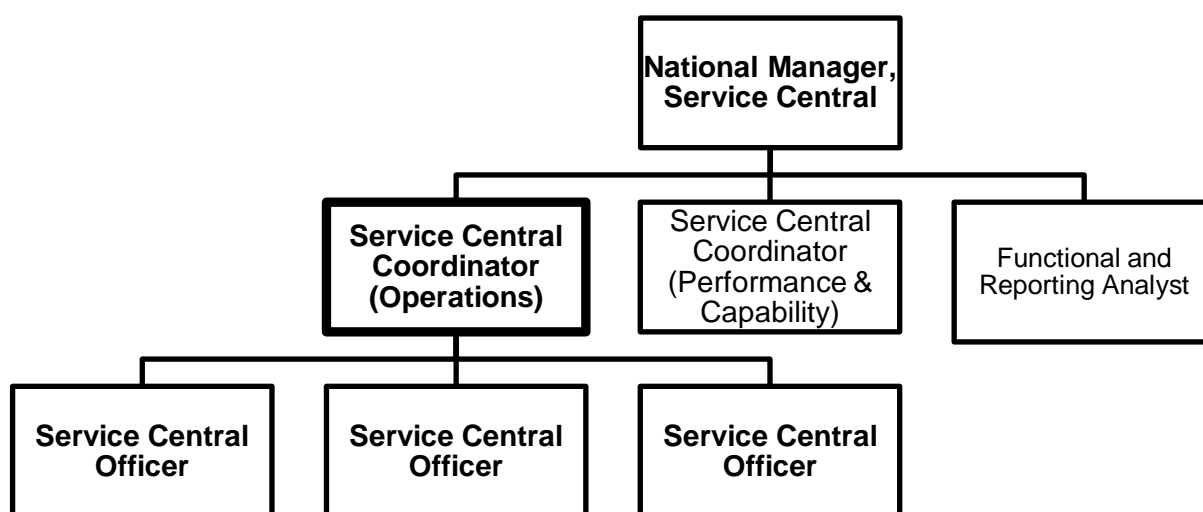
Decision Making / Authority to Act

- The position holder makes time-critical decisions based on internal and external events and situations that may impact the normal functioning of direct services provided by Service Central, or affect the user experience, in consultation with the National Manager.
- The position holder sets priorities, establishes plans, devises strategies, supervises staff, allocates work, approves leave and monitors reports on direct services provided by Service Central, in line with delegated authority and in consultation with the National Manager.
- The position holder makes recommendations to processes, procedures and system enhancements to improve the user experience and increase customer satisfaction.

Communication / Working Relationships

- The position holder communicates internally with other functional sections and schools/faculties to share information, make recommendations and provide advice about client service issues, strategies, requirements and outcomes.
- The position holder liaises daily with the National Manager and Service Central Coordinators to share information, problem solve and develop positive, innovative business solutions.
- The position holder liaises regularly with Service Central Officers to provide strong leadership, management, cohesiveness and an understanding of overall service strategies and processes.
- The position holder maintains a strong relationship with software vendors and IT to plan and implement improvements and resolve issues to ensure BAU operations .
- The position holder communicates with professionals from other universities and relevant external organisations to gather research data regarding best practice in industry service delivery and standards.
- The position holder is required to effectively and sensitively communicate with Aboriginal and Torres Strait Islander staff and stakeholders from culturally diverse backgrounds, including, people with disabilities and staff with a wide range of values and beliefs.

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 Tertiary qualification and substantial relevant professional experience, or an equivalent combination of relevant experience and/or education/training.
2.	Demonstrated highly developed skills in managing and supervising staff including workload management, service level monitoring, performance management, development, mentoring and planning.

3.	Proven capability to take initiative and satisfactorily resolve complex issues with minimal guidance and instruction.
4.	Demonstrated ability to lead and motivate others to achieve their best in a fast pace, high volume, service provision environment.
5.	Demonstrated ability to interpret relevant data, identify gaps, inconsistencies and opportunities to improve processes that lead to streamlined and more effective outcomes for service providers and recipients.

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.	Highly developed written and verbal communication skills in order to write knowledge articles, prepare reports and discussion papers and liaise, consult and negotiate effectively with a wide range of people, including International and Aboriginal and Torres Strait Islander people and staff with diverse backgrounds and beliefs, across a variety of communication mediums.

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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