POSITION DESCRIPTION

Position Title	Graduate Research Officer		
Organisational Unit	Office of the Deputy Vice-Chancellor, Research and Enterprise		
Functional Unit	Graduate Research School		
Nominated Supervisor	Senior Graduate Research Coordinator		
Classification	HEW 6		
CDF Level	CDF1	**Position Number**	10613814
Attendance Type	Full Time	**Date reviewed**	22-OCT-2026

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

ACU has a bold vision for its future. Our Vision 2033 is our landmark statement of strategic direction for ACU's mission as a Catholic university to constitute a 'Christian presence in the university world confronting the great problems of society and culture'. Our mission is to help shape the coming generations in Australia and beyond, by enabling flourishing lives, fostering thriving communities, and building a more ethical future.

Our Catholic mission informs everything we do – challenging us to respect the dignity of the human person, serve the common good, and embed ethical and social justice considerations throughout our teaching and research. We strive to live our core values of truth, excellence, and service.

We are a publicly funded university, and while we are young, we have grown significantly and we and we are making our mark: we are one of the largest university contributors to the care economy in Australia and rank among the top universities worldwide. We have seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We prioritise our staff, supporting their growth with a positive culture, generous leave, and flexible work arrangements. We invite all staff to engage with our mission in whatever way is most meaningful to them – whether as Catholics, as members of other churches and faiths, or as people with no religious affiliation but who are willing to embrace our vision, mission and strategic direction. We continue to invest in our facilities and workplaces and actively involve staff in shaping the future direction of the organisation.

For further information about the university please refer to ACU's organisational structure.

ABOUT THE GRADUATE RESEARCH SCHOOL

The Graduate Research School (GRS) provides strategic leadership, policy oversight and operational support for graduate research education across the University.

The GRS is responsible for the administration and management of higher degree research (HDR) candidature from admission through to examination and completion. The School works collaboratively with faculties, institutes, supervisors and candidates to ensure an outstanding research training experience and to support the delivery of high-quality research outcomes.

The GRS supports a broad range of activities including research training programs, scholarships administration, candidature management, governance and compliance, examination processes, reporting and stakeholder

engagement across the University.
As a central unit within the Office of the Deputy Vice-Chancellor, Research and Enterprise, the Graduate Research School plays a key role in advancing the University's Research and Enterprise Vision 2033 through the development of future researchers, the delivery of high-quality research training, and the promotion of research excellence, innovation and impact.

POSITION PURPOSE

Reporting to the Graduate Research Coordinator, the Graduate Research Officer provides high-level administrative support services to support graduate research students, staff and external stakeholders within the Graduate Research School. The position has primary responsibility of administrative activities across the student life cycle from initial enquiry through to course completion, including the provision of expert advice and exceptional customer service. The position actively engages in a case management approach to solve complex issues, undertake high level administrative tasks, communicate with a range of internal and external stakeholders, help identify areas for improvements and support the implementation of new systems and processes.

KEY 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's Vision 2033
- Catholic Identity and Mission
- Code of Conduct for all staff
- ACU Capability Development Framework
- ACU Staff Enterprise Agreement 2022-2025
- ACU Staff Reconciliation Action Plan

The Capability Development Framework describes the core competencies needed in all ACU staff to achieve the university's strategy and supports its mission.

Responsibility	Scope
Provide high-quality customer service to prospective and current higher degree research (HDR) students, academics and research staff.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Provide effective administration of research higher degrees, including applications, admissions, enrolments, progression, examinations and completions.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Provide sound and timely specialist advice and support with regard to areas of administrative and service responsibility, including admission, candidature and scholarship matters.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Actively participate in, develop and implement continual improvement activities relating to graduate research administration that enhance operational timelines and support customer service experience.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit

Responsibility	Scope
Maintain accurate and confidential HDR candidature records, using ACU electronic filing systems and ACU's student systems, and provide reports on graduate research matters as required, including student outcomes, enrolments, completions and other data as requested by the Director, Graduate Research School.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Contribute to the induction of HDR students and other activities as required.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Contribute to and support a range of processes such as the development and review of policy and procedures, governance, change management, compliance, etc. as requested by the Graduate Research Coordinator, or the Director, Graduate Research School.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Assist in the coordination of scholarship ranking and scholarship student administration.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Plan, implement and manage a range of complex administrative tasks including scheduling, providing services, coordinating projects, supporting committees, producing reports and allocating resources in accordance with agreed standards and timeframes.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Build and sustain effective working relationships with a network of colleagues, clients and other stakeholders to support and facilitate efficient service delivery.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit

HOW THE ROLE OPERATES

The position will need to seek approval from their supervisor before making changes to processes and procedures.
The position is expected to identify and recommend improvements to their supervisor before implementation.
The position needs to build relationships with staff across the organisation to perform their duties.
This position does not have managerial responsibilities.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	• Qualification - Completion of a relevant degree, or an equivalent combination of relevant experience and education/training. • Skill - Excellent written, oral and interpersonal skills with the proven ability to interact effectively with a wide range of people, and the ability to exercise discretion, confidentiality and sensitivity as required. • Experience - Competent and credible in providing advice and information to, and negotiating with, internal and external stakeholders. Demonstrated ability to solve complex problems and interpret policies. • Experience - Demonstrated ability to work independently, under

	broad direction, and with initiative. • Experience - Demonstrated ability to work collaboratively within a team and to contribute to the organisational development of the Graduate Research School. • Skill - Demonstrated high-level document management and record keeping skills. • Skill - Demonstrated administrative skills, including the provision of reports.
Core Competencies:	• 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. • Keep stakeholder interest at the core of ACU business decisions and ACU service excellence as a top priority. • Work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence. • Take personal accountability for achieving the highest quality outcomes through understanding the ACU context, self-reflection, and aspiring to and striving for excellence. • Plan work activity, prioritise time and resources using established ACU processes and technology to achieve optimum efficiency and effectiveness.
Essential Attributes:	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.
Working with Children and vulnerable adults check	This role does not require a Working with Children Check.
Pre-employment declaration and background check	Preferred candidates will be required to complete mandatory pre-employment declarations and background checks, including those related to gender-based violence and foreign interference, in line with ACU's compliance requirements.

REPORTING RELATIONSHIPS

For further information about the structure of the University, refer to the Organisation Chart

https://www.acu.edu.au/about-acu/leadership-and-governance/leadership/organisational-structure