POSITION DESCRIPTION

Position Title	Student Life Officer		
Organisational Unit	Student Experience Directorate		
Functional Unit	Student Life		
Nominated Supervisor	National Manager, Student Life		
Classification	HEW 6		
CDF Level	CDF1	**Position Number**	10605509
Attendance Type	Full Time	**Date reviewed**	09-SEP-2025

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.*

An ACU education builds on the Catholic understanding of faith and reason working together in pursuit of knowledge and promotion of human dignity and the common good.

An ACU education seeks to transform lives and communities. Students are challenged to look beyond the classroom, solve real-world problems, develop their own search for meaning and cultivate strong professional ethics. They are invited to stand up for people in need and causes that matter.

ACU is open to all. As is common with great Catholic institutions the world over, the university is inclusive and supportive of everyone, every day – regardless of their faith or tradition.

ACU is a young university making a serious impact. Ranked in the top two per cent of universities worldwide and in the top 10 Catholic universities, we're also a leader in employability with 94 per cent of our graduates employed. The university has seven campuses around Australia, a campus in Rome, Italy, and an online campus – ACU Online.

ACU has four faculties, and several research institutes and directorates. We believe our number one asset is our people. It's the character, enthusiasm and dedication of our staff that make this a university like no other. All our staff contribute to the achievement of our goals set out in ACU's Vision 2033 and aim to provide high-quality services with a strong focus on service excellence.

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.

The structure to support this complex and national university consists of:

- Vice-Chancellor and President
- Deputy Vice-Chancellor (Catholic Mission)
- Provost and Deputy Vice-Chancellor (Academic)
- Deputy Vice-Chancellor (Corporate)
- Deputy Vice-Chancellor (Research and Enterprise)
- Deputy Vice-Chancellor (Education)

ABOUT THE STUDENT EXPERIENCE DIRECTORATE

The Student Experience Directorate delivers a world-class student experience by creating engaging environments in which students form strong connections with their peers and develop a deep sense of belonging to the vibrant ACU community. The Directorate is aligned to the student journey from an academic, support services and a social perspective, integrating the contact points between the student and the university services, programs and activities students can access throughout their study.

The Student Experience Directorate promotes student engagement in university life, provides opportunities for sport and leadership development, and enables students to develop graduate attributes making them career-ready professionals. The Directorate provides resources for individual cohorts – for example, international students, and elite athletes and performers – and collaborates with other business units such as Campus Ministry and First Peoples, to enable an holistic approach to the student experience at ACU. The Directorate supports ACU's national and campus-based student associations, and student clubs and societies. The Directorate also delivers university-wide initiatives to comply with regulatory and statutory requirements including Student Safety, and Safeguarding Children and Vulnerable Adults. Student experience work units include the Careers and Employability Service, Student Welfare and Counselling, Access and Disability, Safeguarding and Student Safety, Student Accommodation, Sport including the Elite Athlete and Performer Program and ACU Active, Medical Centres, Student Life, Transition, and the Student Advocacy Service. These services support students to achieve their academic and personal goals, and to thrive during their time at ACU and beyond.

ABOUT STUDENT LIFE

As part of the Student Experience Directorate, the Student Life unit delivers vibrant social and sporting programs, events and activities for students. Student Life activities encourage students to engage with each other, participate in life on campus and develop a sense of belonging to an inclusive and diverse community at ACU enhancing students' university experience. The unit provides strategic and practical support for the university's national and campus-based student associations, student clubs and societies, and sport clubs to foster leadership opportunities and enable student-led activities. Student Life helps to deliver welcome events for new and returning students and runs volunteering programs to provide development opportunities and enhance community engagement.

POSITION PURPOSE

The Student Life Officer is the first point of contact for students seeking information about the range of Student Support Services programs and is the local campus representative of the Student Life Unit. The position works closely with students and other key stakeholders to organise, promote and deliver student engagement programs, events and activities that enhance the student experience on each campus. The Student Life Officer will deliver a range of extracurricular, social and sport programs, events and activities that create vibrancy and encourage a sense of belonging to an inclusive and diverse community that is committed to justice, equity and the common good.

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
Develop and implement an engaging, exciting and well-balanced schedule of student Life events, programs, and activities, including the development of marketing and publications for these across multiple mediums (websites, social media, content, electronic communications, and print materials), and deliver post-event reporting for these initiatives.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Maintain a comprehensive understanding of the entire student journey on the local campus by actively engaging with students and staff to identify new challenges and opportunities throughout the student lifecycle. Work collaboratively with colleagues within the Student Experience Directorate and across the wider university, in consultation with the National Manager, to support the design, implementation, and ongoing enhancement of programs and services that promote student engagement, retention, and success.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Demonstrate success collaborating across the university and supporting the delivery of programs and events to enhance	The position contributes to activities; outcomes and goals; that are

Responsibility	Scope
the student experience for all student cohorts. This includes onboarding students and welcoming events for returning students.	implemented and have impact across the University
Focus on enhancing the student experience by actively addressing the needs and concerns of students. This includes being the first point of contact for students regarding student safety concerns, including sexual misconduct and student advocacy and efficiently referring these to specialist areas for resolution.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Acts as a first point of contact for the campus student association and supports this student led organisation by assisting them with: * event planning, catering and risk management * financial duties including event budgets and reporting * identifying and collaborating with key stakeholders * association governance duties and election cycle support * planning and delivering local training sessions.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Acts as a first point of contact for campus-based clubs and societies, supporting these student-led organisations by assisting them with: * event planning, catering and risk management, * stakeholder management (eg faculty mentors) * club governance duties including meetings and reporting * planning and delivering local training sessions. Build the club and society community by working with students to create and start new clubs.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Supervise and/or mentor campus casual staff, student leaders, clubs and societies executives, and volunteers, in the context of Student Life activities.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Develop and maintain effective working relationships with internal and external stakeholders, including students.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Other duties as directed by the National Manager, Student Life.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit

HOW THE ROLE OPERATES

The position will need to seek approval from their supervisor before making changes to processes and procedures.
The position requires resilience and adaptability to be able to respond to changes in the sector and business landscape and identify areas of improvement.
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 - Relevant tertiary qualifications and/or demonstrated experience in facilitating events and activities, preferably within a higher education setting • Knowledge - Deep understanding of youth culture and youth affairs. • Skill - Ability to demonstrate effective and well-developed interpersonal skills • Experience - Experience in collaborating with others in the development and delivery of customer-focused services and activities. • Skill - Highly developed verbal and written communication skills with demonstrated ability to write clear and concise reports. • Skill - Demonstrated strong organisational skills with the ability to prioritise tasks and resources to achieve required outcomes and meet the specified deadlines. • Skill - Self-motivated team player with demonstrated ability to effectively plan work activity, prioritise time and resources using established processes and technologies to achieve optimum efficiency and effectiveness.
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. • Coach and develop self and others through setting clear expectations, managing performance and developing required capabilities to establish a culture of learning and improvement. • Take personal accountability for achieving the highest quality outcomes through understanding the ACU context, self-reflection, and aspiring to and striving for excellence.
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	Evidence of the ability to work with children and/or vulnerable adults, and contribute to and protect their safety and wellbeing. The successful applicant of this position will be required to hold a valid working with children clearance for the State or Territory in which the position is located.

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

